NAVIGATING CHALLENGING CONVERSATIONS DURING PATIENT ENCOUNTERS

Live Webcast

Tuesday, November 17, 2026
10:00 am – 11:00 am Central Time

Presenter:

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Target Audience:

Alabama Department of Public Health employees and other health care providers interested in methods to better communicate with patients through difficult topics and situations.

CEUs:

1.2 pending for nurses and 1.0 for social workers

Many providers may find it difficult to interact with patients when discussing uncomfortable subjects or when patients are experiencing a heightened state of response. The Navigating Challenging Conversations during Patient Encounters program will explore how emotions impact behavior, both physiologically and psychologically. The presenter will explore the possible outcomes of adverse behavior and provide participants with tips for preparing for challenging conversations, indicators of conversation escalation, and strategies for using de-escalation as a prevention technique.

Objectives:

1. Explain the root causes of challenging conversations.
2. Create a toolbox to assist with preparation of potential challenging conversations.
3. Apply De-Escalating Techniques during challenging conversations.

Conference Details:

Continuing Education: 1.2 pending for nurses and 1.0 for social workers
Registration: Available at www.alabamapublichealth.gov/alphtn
Technical Information: To receive complete technical information you must register at www.alabamapublichealth.gov/alphtn. Webcast - Watch with RealPlayer or Windows Media Player.
Test your computer with the "test connection link" at www.alabamapublichealth.gov/alphtn
Audio - To listen by phone, call 1-888-557-8511. Enter access code 972-1530 #. Press # again to listen to the conference.
On Demand - Available on our website two days after live broadcast.
Conference Materials: Available at www.alabamapublichealth.gov/alphtn approximately one week before the program.