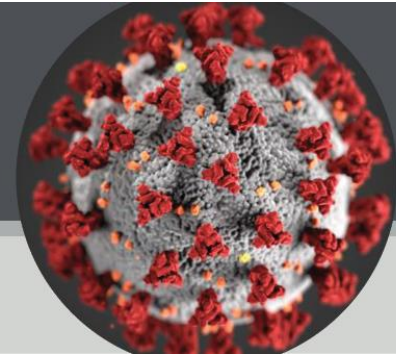


Information & Resources

# CORONAVIRUS (COVID-19)

LeadingAge®  
Minnesota



## **Strategies for Diffusing Challenging Situations**

A webinar - Friday, August 14 from 9 – 10 a.m.

### **Purpose**

Combine COVID-19 visitor restrictions on care centers and assisted living settings, Minnesota's less-than-clear guidance on essential caregivers, a phased re-opening process and an environment for operating that lacks clarity for providers and family members alike – and you have a perfect storm for frustration and anger experienced by both parties. What you do have in common however is the shared goal of keeping the resident safe and virus free. This timely program will explore practical strategies designed to help *all* staff in older adult services settings diffuse those highly and emotionally charged situations so that difficult conversations about what can be done occur and enable the parties to move forward together.

### **Learning Objectives:**

- Assess the realities in which both providers and family members/loved ones are trying to work in as best they can during the COVID-19 pandemic and how they create an environment of conflict where there once was more cooperation and trust.
- Discuss practical strategies and techniques any staff can use to diffuse a challenging situation with a family member or loved one – including self-permission to take a pause to calm down, empathetic and reflective listening, and examples of question types and sequence that get to the root of a problem or concern.
- Recognize the importance of organizational leadership inviting family members to and having a place where those difficult conversations can occur to engage them, work towards solutions and to try to re-build trust.
- Explore real life case studies and examples of approaches to challenging situations that worked – or didn't – and what you can learn from them.

### **Presenters:**

*Annette Greely, CEO, Jones-Harrison, Minneapolis and Lisa Juliar, Patient Partner/Engagement Specialist, Minnesota Alliance for Patient Safety, Bloomington*

### **Registration**

There is no cost to participate in this LeadingAge Minnesota webinar. Please [click here](#) to register.

Closer to the webinar you will receive the handout and another reminder on the link to participate. CEUs are not available for this webinar.

**Questions?** Contact [Ashley Rogers](#).