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| Type Registration | Definition          | Price |
|-------------------|---------------------|-------|
| Group rate        | Register 20 or more | \$40  |
| Individual Rate   | Single Registration | \$65  |

|                                                              |              |     |
|--------------------------------------------------------------|--------------|-----|
| Course #                                                     | Course Title |     |
| Webinar Date                                                 |              |     |
| Name                                                         | Discipline   |     |
| Facility                                                     |              |     |
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**Webinar Cancellation Policy:** Motivations, Inc. reserves the right to discontinue or reschedule a course from our listing of options. Should you have already registered, you will receive a full refund. Participants may receive a full refund when requesting cancellation 24 hours prior to the the webinar. After that time, a credit for a future Motivations event may be awarded.

**Special Needs Requests:** Please email us any special needs related to vision, hearing, accessibility or any other considerations to completing the course so we can assist in advance.



**Motivations CEU**  
Accredited Courses for Rehabilitation Professionals

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**APPROVED PROVIDER**

Motivations, Inc.  
Introductory Level  
0.3 ASHA CEUs

## WEBINAR

### #7404 Managing Emotionally Difficult Conversations: Ethical and Relational Strategies

**Instructor:** John Banja, PhD

**Audience:** Physical Therapists, Occupational  
Therapists, and Assistants, Athletic Trainers,  
Speech Therapists and related Healthcare  
professionals.

**Delivery Options:**  
**Live Webinar or Self-Study Options**

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**SUMMARY:** This course discusses significant aspects of emotionally challenging conversations among health professionals, their clients, e.g., patients, family members, legal representatives, etc., and their colleagues. By “emotionally challenging” is meant conversations that cause the professional to feel angry, abused, defensive, anxious, disrespected, helpless, or stupid. The presentation will begin with a list of the most important fundamentals of conducting emotionally challenging conversations; descriptors of professionals who skillfully conduct these kinds of conversations and professionals who don't; key psychological and technical strategies for the professional who is conducting the conversation; and very practical “what-to-say-when-you-don't-know-what-to-say” recommendations. Although the techniques and considerations described in this presentation will not succeed in each and every difficult conversation, they should work in the majority of them, at least in the sense of supporting the health professional to get through the conversation and not make an already delicate or potentially volatile situation worse. Furthermore, many of these techniques are extremely useful in navigating any emotionally charged or delicate conversation, and they can be used in everyday, run-of-the-mill conversations.

Course instruction method includes: Lecture, Demonstration, Pictures/Graphs, Case Studies and Question/Answer.

**PRESENTER:** **John Banja** is a Professor Emeritus in the Department of Rehabilitation Medicine and a medical ethicist at the Center for Ethics at Emory University. He received a doctorate degree in philosophy from Fordham University in New York and has taught and lectured on topics in medical ethics throughout the United States, Europe and Great Britain. He has authored or coauthored over 200 publications and has delivered over 800 invited presentations at regional, national, and international conferences. He served as the Editor of the *American Journal of Bioethics-Neuroscience* for a decade and currently serves as an associate editor of *Radiology: Artificial Intelligence*. Dr. Banja has conducted research or educational projects with numerous federal and private organizations including the NIH, the American College of Surgeons, The Agency for Health Care Research and Quality, The National Institute for Disability and Rehabilitation Research, the American Society for Healthcare Risk Management, and the Georgia Hospital Association. He is a former board member of the American Society of Cataract and Refractive Surgery. His current research interests include topics in patient safety and artificial intelligence. His most recent book, *Patient Safety Ethics*, was published by Johns Hopkins University Press in 2019.

*Financial*— Receives a teaching honorarium from Motivations Inc. *Nonfinancial*— No relevant nonfinancial relationship exists.

**OBJECTIVES:** Upon completion of this course, the participant will be able to:

1. Describe how aspects of the painful conversation relate to the health professional's construction of their professional “self”.
2. Explain how an ability to control one's feelings can influence the success or failure of an emotionally difficult conversation.
3. List various empathic responses that are useful in conducting difficult conversations.

**FORMAT:** This is a 3-hour course equivalent to 3 CEU's or 0.3 CEUs offered as a live webinar or self-study.

For Live courses, the content is presented via an internet website displaying real time power points. Learners will receive a course instruction link. Instructors lecture through livestreaming internet on your computer. Questions may be asked during the webinar using the chat feature or the “raise hand” feature for live discussion.

For Recorded courses, learners will not be able to participate in real time with questions.

**PT CEU's:** Motivations Inc is an approved provider of Physical Therapy continuing education by these professional bodies: Texas Chapter of the American Physical Therapy Association, ILDPR- Illinois Department of Professional Regulation Approved PT CE Sponsor, NY- New York State Education Department, Office of the Professions. Physical Therapy Board of California. Many state boards recognize these for pre-approval purposes. Contact us if you would like verification a state. The assignment of Texas PT CCUs does not imply endorsement of specific course content, products, or clinical procedures by TPTA or TBPTE.

**ATC CEU's:** Motivations, Inc. (BOC AP #P2549) is approved by the Board of Certification, Inc. to provide continuing education to Athletic Trainers. This program is eligible for a maximum of 3 Category A hours/CEU's.

**SLP Credit:** This course is offered for 0.3 ASHA CEUs (Introductory Level).



Motivations Inc. is an AOTA Approved Provider of professional development. Course approval ID# 14174. This Distance Learning-Interactive or Distance Learning-Independent activity is offered at 0.3 CEUs, Introductory Level, Professional Issues. The assignment of AOTA CEU's does not imply endorsement of specific course content, products, or clinical procedures by AOTA

**AGENDA ON NEXT PAGE...**

For course dates, times and registration, please visit: [www.motivationsceu.com](http://www.motivationsceu.com)

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## AGENDA:

**Pre-Study: 30 Minutes** Plan to read the course materials, references and review the post test before the start time. Please be prepared to share patient case study and related question during the discussion time.

|                                               |            |
|-----------------------------------------------|------------|
| Background reading and resources              | 5 minutes  |
| Emotions as informative instruments           | 10 minutes |
| The construction of the professional self     | 15 minutes |
| The vulnerabilities of the professional self  | 20 minutes |
| Difficult conversations as emotional assaults | 10 minutes |
| Managing the emotional assault                | 15 minutes |
| Deploying empathic techniques                 | 30 minutes |
| Q&A                                           | 15 minutes |

**Post-test: 30 Minutes** Research, identify, and submit your post-test question answers on the online form. This is an open book test you can take multiple times if needed to obtain the 70% score. Complete the evaluation feedback survey and needs assessment. Obtain and save your auto-emailed certificate for your files.