



Succeeding in Difficult Conversations *Strategies for Nurse Leaders*

Wednesday, November 18, 2026

9:30 a.m. - 12:00 p.m. ET via Zoom

Do you find yourself feeling dread before a tough conversation or when giving feedback? If you answered "yes," this is the workshop for you!

Difficult conversations are part of every leadership role, and feeling confident in challenging conversations takes practice. In this interactive workshop, Dr. Crystal Lawson will offer practical tools to empower nurse leaders to succeed in executing difficult conversations, reduce anxiety about giving feedback, and gain confidence in managing performance while also demonstrating respect.

This program will prepare nurse leaders to:

- Recognize the need for a difficult conversation
- Set up the conversation for success
- Avoid communication pitfalls
- Manage strong emotions
- Execute difficult conversations with success



Crystal Lawson, DNP, RN, CENP, Nursing Leadership Development Expert

Dr. Crystal Lawson is a nationally recognized expert in nursing and leadership development at all levels who works to equip, inspire, and empower leaders to generate positive disruption. Dr. Lawson brings tremendous expertise and perspective from her past experience serving as the Senior Director for Nursing Leadership Development at Ascension, serving more than 60K nurses; the Education Director for the American Organization for Nursing Leadership (AONL); and in a variety of clinical and administrative roles at the University of Tennessee Medical Center, including clinical nurse, nurse manager and Director of Nursing Education and Development.

Program Logistics

- Target Audience: Nurse leaders at all levels who want to become better equipped to navigate difficult conversations.
- Contact Hours: 2.5 Contact Hours will be awarded for participation.
- Registration fee: \$125 per person, or \$1,000 for 10 people.
- Groups: To register a group, [download our sign-up form](#).

Register now!

[oonl.org/
difficult-conversations-
fall-2026](https://oonl.org/difficult-conversations-fall-2026)

Space is limited.