

# HARD CONVERSATIONS: TOOLS FOR EFFECTIVE ENGAGEMENT

0.1 ASHA CEU and 1 Act 48 PDH

**BETH PHIFER M.A., CCC-SLP**

BETH PHIFER HAS NO RELEVANT RELATIONSHIPS TO DISCLOSE.


## Learning Objectives:

- Describe at least two different tools to use when approaching hard conversations.
- Explain three key elements of motivational interviewing and identify a situation in your professional setting in which you could use motivational interviewing.
- Using reflective listening, summarize conversation partner's main concerns back to them and check with them for accuracy.



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From the break room to the therapy office, we all need to engage in hard conversations with colleagues and the clients or families we serve. These challenging moments can be occasions for unproductive conflict, stress, misunderstanding, or frustrated silence. Alternatively, hard conversations can be opportunities for respectful honesty and solutions-focused clarity about how to move forward in therapy or as an organization. This session will provide tools for effective listening, sharing, perspective taking, and consensus building. Come with your thorniest workplace conversations and practice applying reflective listening, “I” statements, open ended questions, and motivational interviewing to yield more productive, clear outcomes from hard conversations. This session will include a combination of presentation and small group discussion.

**Speaker's Bio:** Beth Phifer, MA, CCC-SLP, is a pediatric speech language pathologist outside of Baltimore, MD. Beth recently moved from Nashville, TN where she worked in educational and multidisciplinary outpatient clinic settings. Beth’s interest in hard conversations stems from her first career as a resident director, living and working in college residence halls. In that role, Beth applied her training in counseling to navigate a wide variety of difficult conversations. As an SLP, Beth loves partnering with families in early intervention and collaborating with colleagues across different disciplines and perspectives. Beth is a graduate of PennWest Edinboro.