



WELCOME

GINA GAMBARO
Director of Marketing

Asking a question is easy!

- About the topic being presented —
 - Click on the **Q&A** icon at the bottom of your screen
 - Type your question & hit Enter
 - Questions will be answered at the program's end, or offline if time runs out

- About technical issues or CE credit —
 - Click on the **Chat** icon at the bottom of your screen
 - Type your question & hit Enter
 - Our team will reply to your question right away

Housekeeping notes

- This webinar is being recorded for on-demand access later, after the series' conclusion
- To earn CE, you must attend the entire session
- **For those sharing a computer**
 - Complete a manual sign-in sheet before the program ends
 - Go to **Chat** to access the link for the sign-in sheet
 - Each participant must complete an evaluation to obtain CE credit
 - Instructions will also be emailed to the program registrant



2023 WEBINAR SERIES

The Elephant in the Room—Navigating Sensitive Situations

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SENIOR EXECUTIVE DIRECTOR, KOELSCH COMMUNITIES

Resolving Conflict



“**The elephant in the room**” is a metaphorical idiom in English for an important or enormous topic, question, or controversial issue that is obvious or that everyone knows about, but no one mentions or wants to discuss because it makes at least some of them uncomfortable and is personally, socially, or politically embarrassing, controversial, inflammatory, or dangerous (https://en.wikipedia.org/wiki/Elephant_in_the_room).

I C E

You cannot keep the ELEPHANT out!

However

You can limit their visit, by walking
them out of the room

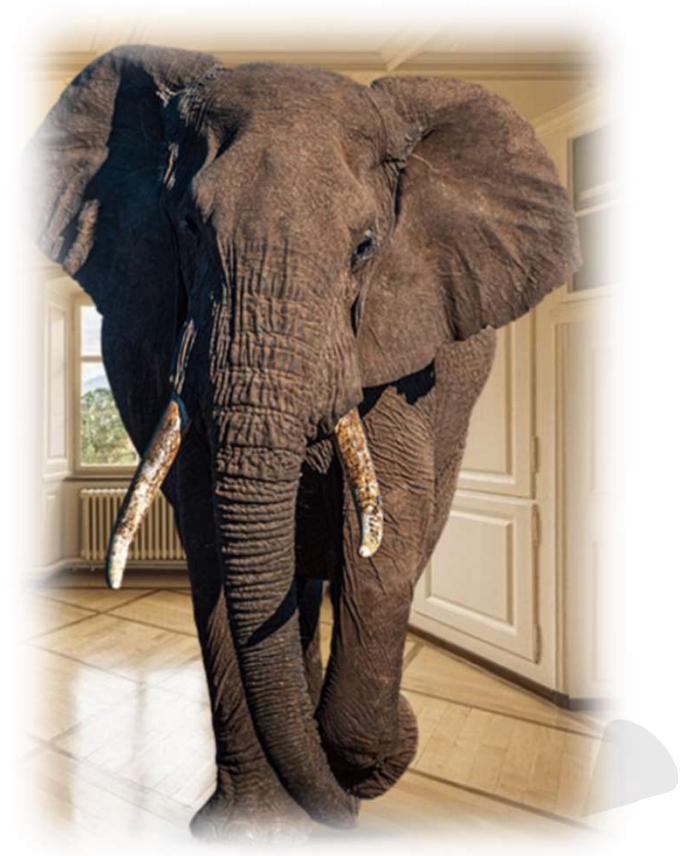
When facing an elephant cool down
the situation by remembering

I C E



IDENTIFY

Who/what is the elephant in your room right now?



C

CONFFRONT

Have an honest conversation



Fun Fact

....In reality,

“an elephant never forgets”

is a generalization that's not true all the time because all elephants forget things from time to time. However, scientists have proven that elephants do have incredible memories

(<https://www.wonderopolis.org/>).

E

EXAMINE

Is it you?



4 steps to consider when walking the elephant out of the room

1. Consider the nature & timing of who you are confronting

Is it situational?

2. Go to the offender first

Gossip fixes nothing

3. Take someone with you

4. Confront, how you would want to be confronted

Golden rule of confrontation



When the elephant keeps circling the room

“If possible, so far as it depends on you, live peaceably with all.”

Romans 12:18



Q & A

About CE credit

Administrator credit

This program has been approved for Continuing Education for one total participant hour by NAB/NCERS.

Approval # 20240426-1-A92675-DL

Obtaining CE credit

- ▶ Complete the evaluation at the conclusion of this program:
 - In your web browser
 - Also emailed immediately following this program
- ▶ For those sharing a computer to view the webinar:
 - Submit your sign-in sheet to the email address listed on the form
 - Each participant will then be emailed a link to the evaluation
 - Each person must complete an evaluation to receive CE credit
- ▶ Certificates should be emailed in about 30 days

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or look for our upcoming webinars:

May: *Reducing Antipsychotic Usage:
A deeper Dive Into Non-Pharmacologic
Approaches to Managing Resident
Behaviors.*

THANK YOU!