

Update



CALIFORNIA
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Research Seminar Series

Thursday, June 9, 2022—12PM to 1PM

Request Online Access Information: joanna.jullien@cnsu.edu

Navigating Difficult Conversations

How the Principles of Nonviolent Communication Can Be Used in Everyday Situations



“When we hear the other person's feelings and needs, we recognize our common humanity.”

Marshall B. Rosenberg, Ph.D.

Abstract: In addition to the knowledge of science and medicine, the crux of being a medical practitioner is about communicating with a wide range of people with different lived experiences. The benefits of understanding the basic principles of nonviolent communication (NVC) and how to apply them can improve the communication healthcare practitioners have with their patients and clients, thereby decreasing the probability of potentially fatal mistakes. Difficult conversations communicate value to another person and can increase trust and respect. All are welcome to join in on an interactive discussion and walk away with evidence-based language and a systematic method to respectfully engage a patient or client in conversation, which allows for an exploration of important patient goals.

Our Speaker



Marguerite.Phillips@cnsu.edu

Marguerite Phillips, MA

Lecturer of Communication, Leadership and Student Success, CNU CHS

Ms. Phillips is a dedicated educator and student affairs professional with a strong interest in alternative teaching styles. Her past careers in the hospitality, corporate sales and non-profit fields planted the seed for her oral communication and leadership skills. Ms. Phillips has over 20 years of experience in the fields of student affairs, student housing and orientation at three colleges and universities in Massachusetts and Connecticut, both private and public. Before becoming a lecturer at California Northstate University at the College of Health Sciences, she was an Assistant Director of Student Housing and Dining Services at University of California, Davis. Her experiences led Ms. Phillips to develop strong interpersonal, research, supervisory, analytical and teaching skills. Her research interests include educational leadership within the field of higher education, race and gender identity, and the intersections of self-love, social justice education and inclusion within higher education. Ms. Phillips is currently working on her dissertation in educational leadership with the CANDEL program at UC Davis, exploring the student experiences of South Asian women at a health sciences college.

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