



VitalTalk: Mastering Tough Conversations

Become an expert communicator with seriously ill patients and families

Mastering Tough Conversations is an evidenced-based course taught by VitalTalk certified faculty to advance communication skills in difficult situations and with seriously ill patients and their families.

Who should attend?

Physicians, Advanced Practice Providers, Nurses and direct care team members in inpatient and ambulatory settings.

This course is free for ECU Health and ECU team members.

Enhance your skills to:

- Communicate with patients and families in emotionally charged situations.
- Deliver bad news and discuss goals of care.
- Understand what matters most to patients and align care to their values.
- Recognize patients’ emotional cues when conveying difficult news.
- Have self-awareness and express empathy in any difficult discussion.
- Develop a deeper connection with your patients in making care decisions.
- Discuss disposition, prognosis, early and late goals of care and treatments.
- Reduce your moral distress over difficult patient and family situations.
- Plus, access the VitalTalk community, resources and continued support.

Free, 4-hour course

4 CME / Contact hours

Virtual or In-Person options

Program Schedule:

Two classes are available on each date below. Choose your time:

8:00am – 12:15pm or

12:45pm – 5:00pm

- Tuesday - 4.22.25 (Virtual)
- Tuesday - 5.13.25 (EAHEC)
- Wednesday - 6.4.25 (Virtual)
- Wednesday - 9.3.25 (EAHEC)
- Thursday - 9.25.25 (Virtual)
- Thursday - 10.9.25 (EAHEC)

In-person classes will be held at Eastern AHEC
2600 W. Arlington Blvd.
Greenville, NC 27834

Register Here:

go.ecuhealth.org/toughconversations

