



Thank you for attending “Confidently Guiding Difficult Conversations: Building Skills Through Practice,” an immersive workshop brought to you by [Experience Training, Education & Coaching](#) (XTEC) and the [Florida Simulation Center](#). You’re registered for the virtual session from **(time-time)** on **(date)**.

Join **(Facilitator)**’s Zoom:
<insert full URL>

For questions or technical support, please contact XTEC@mayo.edu.

See you soon!

About This Event:

Confidently Guiding Difficult Conversations (formerly Palliative Care Communication Workshop) offers a safe environment to practice:

- empathic communication skills.
- discussions with patients about goals of care.
- managing strong emotions.
- caring for patients across the illness spectrum.

Started by Jim Denning, M.D., and Patty Horecki in 2014, the team has grown to include experts from Hospice, Palliative Care, Nursing, XTEC, the Florida Simulation Center and the University of Wisconsin. We serve staff across all Mayo Clinic locations.