



The Carousel of Hope & Healing

In the worst hour of a family's life...hope & healing

'Getting To Yes' Series

PART 6: How to Navigate a NO and Complete Critical Paperwork when a family is in Shock/Trauma

Keeping the conversation moving in a positive and sensitive direction ensures: **a)** families are fully informed; **b)** real reasons for the NO are uncovered.

Strategically completing necessary documentation will allow for: **a)** maximum placement / allocation of gifts; **b)** ways to further dispel myths and misconceptions; **c)** ability to gain even further insight on patient.

- Field tested and approved methods for handling objection scenarios
- Scenario based practice
- Analysis and practice of Authorization and Notification/Disclosure Forms
- Donor Risk Assessment Interview (DRAI) training of challenging questions and working through the 'I Don't Know'

Investment:

\$1295 for your group of up to 4 Team Members. Available at a time convenient for your team.

Your Trainer for This Session:

Eric Lanphear is a seasoned Organ Procurement Specialist with 17 years passion devoted to serving families and their medical support teams. His real world, hands-on success working with hundreds of ethnically diverse families throughout the country has provided a rich and varied vision in all the 'right' ways to speak to grieving families.



Find Out More:

Sign up through our website at <https://carouselofhopeandhealing.com>
or contact Eric Lanphear at:

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