



SOUTH CENTRAL  
Association of Blood Banks

## CONTINUING EDUCATION

**1 - P.A.C.E CREDIT HOURS**  
**1 - FLORIDA CE BROKER**

South Central Association of Blood Banks is approved as a provider of continuing education programs in the clinical laboratory sciences by the ASCLS P.A.C.E. ® Program.

## SPEAKER



**Sophia Edwards**

Manager of Management Development  
OneBlood, Inc.

Sophia Edwards is a Learning and Development professional with over 25 years of experience supporting the training needs for various large firms. Sophia's area of expertise is driving organizational change through the design and delivery of leadership courses supporting individual's professional growth and development.

Sophia holds a Bachelor's Degree in Human Resources Management with a concentration in Training and Development and a Master's Degree in Teaching.

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# SCABBINAR

THURSDAY, FEBRUARY 8, 2024

12pm ET | 11am CT | 10am MT | 9am PT

## NAVIGATING DONOR CONVERSATIONS

### SESSION DETAILS

#### DESCRIPTION:

Following the FDA's new requirements for screening blood donors, this course will support frontline team members in handling sensitive conversations with potential blood donors.

#### OBJECTIVES:

1. Describe techniques to respond to difficult conversations
2. Develop a toolbox of key messages and phrases to enable sex-positive, respectful communication with potential donors
3. Identify approaches to creating a welcoming experience that leads to longstanding relationships with donors

#### Intended Audience:

Front Line Staff, Supervisors and Managers

#### Level of Instruction:

All levels

### REGISTRATION FEE

FREE	Individual & Physician Member
\$80.00	Individual Non-Member (One Person, One Login)
FREE	Premium Institutional Member
\$50.00	Institutional Member
\$100.00	Institutional Non-Member (Multiple People, One Login)