


# NAVIGATING DIFFICULT CONVERSATIONS

## IN THIS SEMINAR, YOU WILL:

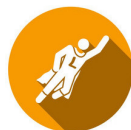
- Define accountability
- Assist in creating a constructive culture with a common language
- Enhance current processes to align with desired organizational results
- Learn to implement tools to gain results and higher performance
- Motivate peers and staff to make a positive contribution
- How to handle conflict
- How to manage your staff that used to be your colleagues
- Learn to how to delegate responsibly
- Learn to motivate employees
- Build a highly successful team
- Learn to coach and give constructive feedback to employees



Could a conversation (or avoiding one) be keeping you from getting the results you need? Whatever the issue—from declining quality to strained relationships—it's likely that you're experiencing the effects of a poorly held difficult conversation. Learn to balance tact & assertiveness, how to speak and be heard (and encourage others to do the same) and deescalate emotional conversations to avoid resentment and conflict so you can surface the best ideas and make the highest-quality decisions. Each participant will take a Behaviors & Motivators assessment prior to the training so we can incorporate the results and understand your ideal method of communication and help each member of your team communicate better with their peers. With use of real-life application, video, group discussions and skill practice this seminar will show you how to achieve effective dialogue at all levels in your organization and reduce deference and defiance.

**THIS COURSE IS PAIRED WITH AN ASSESSMENT SO ADVANCED THAT IT WILL REVEAL THE TRUE LEADERSHIP POTENTIAL OF YOUR EMPLOYEES!**

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**NAVIGATING DIFFICULT CONVERSATIONS**



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