

DIFFICULT CONVERSATIONS

Whether you're a leader, teammate, or aspiring professional, mastering difficult conversations is essential to long-term success.

When we avoid a needed conversation—or find ourselves repeating the same conversation without resolution—it's a sign that we're talking, but not truly communicating. This interactive, discussion-driven program equips participants with practical tools to shift that dynamic.

Drawing on principles from *Crucial Conversations*, behavioral decision-making practices, and organizational theory, participants will learn to confidently navigate challenging interpersonal dynamics and high-stakes conversations. Through real-world application and engaging exercises, they'll build the skills needed to foster trust, reduce conflict, and create stronger workplace relationships.



Participants will walk away with these skills:

- Identify roadblocks to managing relationships and resolving conflict
- Recognize and address disruptive behaviors in the workplace
- Apply structured frameworks for initiating and sustaining difficult conversations
- Use specific language and listening techniques to increase effectiveness
- Improve personal effectiveness, reduce stress, and enhance collaboration

Audience:

Professionals at all levels who want to improve communication, resolve conflict, and strengthen team dynamics.

Duration:

This program consists of one full-day, in-person session.

Cost: \$695 General Registration

Select Discounts Available

0.6 CEUs will be issued for this program