Overview:

Meaningful conversations yield better results. When we are stuck because we are avoiding a conversation we need to have or having a conversation more often than we want, it is a sign that we are talking but not really conversing. Learning the proven skills that help frame how, when and what we say can yield amazing results. Critical conversations can be applied anywhere with anyone. These skills improve relationships, reduce stress, minimize conflict, improve productivity and best of all improve our ability to be effective. Participants will learn proven tools, backed by research, that they can immediately apply to both work and home.

Description:

Critical Conversations for Managing Conflict will feature a fast-paced mixture of discussion and interactive exercises that allow participants to:

- Identify the places they get stuck in managing relationships and conflict, i.e., where and when they are avoiding conversations or not holding them well
- Learn and practice specific skills to apply immediately that will enhance effectiveness of communication and therefore the likelihood of achieving desired outcomes
- Recognize and address those who are engaging in disruptive behavior (no matter the positional power of the individual who is behaving disruptively)
- Consider and bring to bear sources of influence to increase the likelihood of achieving organizational objectives
- Focus on interactions common to the corporate environment
- Prompt attendees to apply the new skills and discuss application with the organizations next-up leader

Audience:

Critical Conversations for Managing Conflict is appropriate for anyone seeking to change behaviors to achieve desired outcomes in communication.
Benefits:

Achieve results in conversations by:

- Developing the ability to communicate effectively even in difficult situations
- Developing strategies to create and maintain good working relationships
- Learning strategies to remain calm, respectful, and rational during heated discussions
- Applying different communication methods to achieve maximum results
- Practicing a variety of communication styles that may be useful in specific situations
- Learning through supplemental exercises

Facilitator:

Angie Kenworthy

Angie has over 15 years of senior management level experience in Human Resources (HR). Angie’s HR Leadership Experience includes: HR policies, diversity; generational council, performance management, mentoring, onboarding, vendor management, recognition programs HR process improvement and acquisitions. She has her MBA from Xavier University where she has been an Adjunct Professor for over 10 years teaching management and leadership courses in the MBA and Executive MBA Programs. She is also a certified executive coach.