



# Discover how to communicate best *...when it matters most*

Based on the book, “Crucial Conversations,” this 1-day program provides the tools we all need to handle difficult and important interactions that happen to everyone and affect our life. Many people are very good at avoiding tough conversations when it is likely that there will be varying opinions, the stakes are high, or the conversation will be emotional. Sometimes, we would rather send a coworker or direct report an e-mail than walk down the hall and talk to him or her about a tough issue. But it doesn’t have to be that way. Learn to share information safely, get ideas and feelings out in the open, and maintain high levels of respect—all without causing resistance or resentment. Discover a model that truly helps individuals, teams and organizations get unstuck and achieve breakthrough results.

#### **During this seminar participants will learn how to:**

- Handle and effectively hold critical conversations
- Transfer anger and hurt feelings into powerful dialogue
- Create conditions of safety
- Achieve a level of mutual understanding and respect
- Be persuasive, instead of abrasive

Armed with a new skill set to make the most of every interaction, participants will leave this training with the high-leverage tools they need to create more positive results – personally, professionally and throughout their entire organization.

8:30 AM – 4:30 PM

\$125.00

Competencies: *Team Work & Verbal Communication*

## SKILLS TO HANDLE **crucial conversations**



**PRESENTER: Loretta M. Summers, SPHR** is President of The Summers Advisory Group, a firm specializing in Human Resources Training and Consulting. She holds a Sr. Professional in Human Resources (SPHR) certification, is a mediator and certified trainer of workplace conflict, and is a strategic partner with ProGroup Inc., an organization that provides innovative diversity solutions. Ms. Summers is also an adjunct consultant with Right Management Consultants, an adjunct professor at Baker University, Ottawa University, Avila University and Johnson County Community College, and a frequent presenter for the Center for Management and Professional Development.

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