

Navigating Tough Talk



Master Any Conversation with Anyone, Anytime

The pressure to hold difficult conversations can be overwhelming, even though we know that if we do not address issues of poor performance, employee disengagement, dwindling accountability, differing opinions, and violated expectations, things will stay the same. Quite often, when attempting to hold these conversations, people become combative, or they just choose not to say anything. Then things get worse.

Because of the remote nature of work today and the lack of face-to-face interaction, people need to know—now more than ever—how to connect, establish rapport, gain understanding, and talk about what matters most. When you can hold difficult conversations, you promote learning, improve collaboration, increase efficiency, and positively impact both the productivity and the profitability of your company.

A vibrant, dynamic, and inclusive organization is built on the foundation of effective conversation. ***Navigating Tough Talk*** introduces leaders, managers, and individual contributors to a five-pillar approach to holding any difficult conversation. Whether they need to talk about poor performance, address inappropriate behavior, solve coaching challenges, or craft more effective solutions, participants can learn to hold such conversations with confidence, ease, and expertise that guarantee results every time.

Attendees will learn how to:

- Identify six fears that hinder openness, candor, and peak performance.
- Recognize the five mental traps that hinder discovery, engagement, and collaboration needed for success.
- Learn a simple, five-step blueprint for holding any conversation.

This presentation will build the capability of participants to hold conversations of connection and collaboration rather than competition and comparison while increasing individual productivity and profitability.

Immediate Takeaway Outcomes:

- Create a culture of candor and openness in an atmosphere of psychological safety that leads to learning and creating robust solutions to complex problems.
- Provide constructive feedback that leads to contribution and collaboration rather than avoidance and blame.
- Increase leadership capacity to use a simple process for talking about what matters most rather than maintaining the silence of the status quo.
- Express ideas with clarity and respect for everyone.

Results: Know the process for holding any conversation—even a difficult one.

