



## **Conquering those Challenging Conversations**

**Communication Topic to develop leaders and high potential talent**

**Tailored to Your Organization and/or Industry**

*Keynote: 45-90 minute*

*Workshop: 90 min to half day*

Having tough conversations isn't fun for anyone, and when they go wrong, relationships are damaged, and the problem that's being addressed does not get solved. This makes many leaders avoid these conversations, reducing their team's effectiveness and their own success. Fortunately, you can quickly learn to rise in these challenging interactions so the problem will be solved, while trust and respect increase. This workshop will help you get there!

During this rapid-fire skill building (and fun!) presentation, Change Management Authority and Communication aficionado Anne Bonney will ignite your courage for these conversations so you can have productive difficult dialogue when you need to. Empowered with the spark to start the conversation on the right foot, you'll also learn a structure to keep the exchange moving in a constructive direction, and she will teach you an approach for rescuing the conversation before it turns into a towering inferno! Once you put these techniques into play, motivation will crackle, collaboration will sizzle, and a culture of positive accountability will blaze hot within your organization.

### **KEY TAKEAWAYS:**

- Immediately impact your culture to one of accountability and engagement, increasing productivity and ultimately results
- Reduce problem behaviors and conflict while improving individual attitudes and team motivation
- Leadership that entices people to listen and follow through