CHALLENGING CONVERSATIONS
Resolve conflict and improve engagement in difficult situations

Overview
With organizations having to adapt to a constantly changing world, the capacity to have effective conversations is more important than ever. Whether the topic of your conversation is delivering a difficult message, giving tough performance feedback, or confronting insensitive behavior, the reticence most of us feel about having challenging conversations can be overcome.

Course Details
The Challenging Conversations program guides participants through the five interconnected steps that are critical to successfully having a challenging conversation.

Using this flexible model, individuals learn how to speak up directly and resolve conflict without alienating the other person and learn to stay focused, even when triggered by what they are hearing.

One Day Course
Intended for anyone who would like to improve communication.

Date: June 21, 2019
Time: 8am – 5pm
Location: Spokane County Sheriff’s Office Training Center
6011 N Chase Road
Newman Lake, WA 99025
Cost: $185
Note: Due to the new WA Tax Law, Taxes will be added to the price upon registration and payment

Registration and Payment:
Eventbrite (Link Below)

Contact Us
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