What does it cost leaders and an organization when people avoid having the conversations they need to have?

Stress, trust, time, productivity, culture, and customer service are just a few of the negative consequences. These factors are impacting the bottom line of every business.

Everyone benefits when leaders learn how to engage in healthy conflict conversations. Navigating Difficult Conversations is a half-day leadership workshop that will empower leaders with the mindset and skillset needed to engage in difficult conversations that cultivate mutual understanding, trust, and forward action. This workshop isn’t about making the hard conversations comfortable. The fact is, they are never comfortable. This workshop is designed to help leaders cultivate candor, hear beneath the words someone is saying, and explore ways to move the relationship and business forward.

Justin’s training on Difficult Conversations provides relevant concepts and techniques for attendees so they can immediately implement what is learned to real conversations they’ve been needing to have. I would highly recommend Justin for any group looking to develop the skill of having hard conversations and maintaining relationships through these types of conversations.

- Christine Kennedy, COO/Executive Vice President of Lynchburg Regional Business Alliance

**PROGRAM OBJECTIVES**

- Cultivate candor in your relationships and conversations
- Identify your personal communication style and triggers
- Highlight specific actions that make the conversation safe
- Listen to what is and what is not being said
- Reflect back what you hear as the core issue
- Establish mutual agreements

**PROGRAM LOGISTICS**

**TIMING OF PROGRAM**
Half-Day Leadership Workshop

**SUPPORTING MATERIALS**
All participants will complete a learning map
STEAM conflict resolution model
Difficult Conversation Planner

**EMOTIONAL INTELLIGENCE COMPETENCIES TARGETED**
Self-Regard | Emotional Self-Awareness | Emotional Expression
Interpersonal Relationships | Empathy | Impulse Control

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