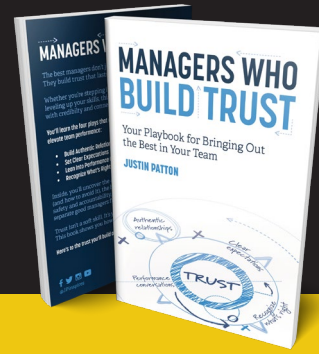


Difficult Conversations



HOW TO SAY THE HARD THING IN A WAY THAT BUILDS TRUST INSTEAD OF BREAKING IT

WORKSHOP DESCRIPTION

There is a conversation you've been putting off.

You know the one. You've rehearsed it in your head a dozen times. You've talked yourself out of it just as many. And the longer you wait, the more expensive the silence gets. For the relationship. For the team. For the culture.

Most people don't avoid difficult conversations because they don't care. They avoid them because they don't know how to have them without making things worse. That fear of making it worse is what keeps people quiet, resentful, and stuck. This workshop changes that.

Because what keeps people from having these conversations isn't a lack of skill. It's a lack of relational courage. And that's exactly what this workshop builds.

In this hands-on, real-talk workshop, Justin Patton gives leaders a practical framework for navigating the conversations that matter most. Using the STEAM model — Safety, Truth, Explore, Acknowledge, Mutual Agreement — participants learn how to enter hard conversations with the right mindset, say what needs to be said with both candor and care, and leave the conversation with the relationship stronger than when they started.

Because the goal was never to win the conversation. It was to keep the relationship.

This workshop was trusted enough to take on a nine-city national tour with the Women's Foodservice Forum. It works at every level of an organization.

PROGRAM OBJECTIVES

- ✓ Shift from a battlefield mindset to a learning mindset so you enter conversations with curiosity
- ✓ Use the STEAM model to navigate difficult conversations and move the relationship forward
- ✓ Practice saying the hard thing with candor and care and receive real-time feedback
- ✓ Leave with a personal conversation plan for the real conversation you've been putting off

TESTIMONIAL OF PROGRAM

"We are seeing and hearing all types of positive results 30 days after your session about managers leading not only in the right direction, but in the right way."

MATTHEW PERRY, Chief People Officer at KMAC

