

Candid Conversations that Drive Results

Program Overview:

Stepping up and having a difficult conversation is no easy task. It's uncomfortable, stressful and certainly no fun. But if we choose to not say anything, the issue is likely to not get better and potentially even get worse. This program focuses on how to effectively engage in open, meaningful dialogue which will help us more fully understand one another and achieve enhanced, more productive and positive relationships. Learn to share tough messages in a way that maximizes candor and minimizes defensiveness, using six powerfully effective strategies.

Learning Outcomes:

- Realize how someone's perception of your intent as to why you are bringing up this issue, will influence his/her behavior during the discussion.
- Determine the correct timing and location for the conversation, understanding the challenges that exist when a face-to-face conversation is not possible.
- Learn how to effectively begin the conversation in a way that invites dialogue, clearly communicating the facts of the situation, and focusing on the behavior rather than on the person.
- Discover how to effectively reduce defensiveness when sharing a tough message, avoiding statements and words with negative connotations.
- Encourage the other person to share his/her thoughts and feelings, acknowledging your understanding of the other person's point of view and asking clarifying questions when appropriate.
- Recognize natural tendencies when emotions begin to elevate and how to successfully maintain composure. Through preparation prior to the conversation and applying useful techniques during the conversation, unintentional poor behavior can be quickly corrected, getting the discussion back on track.

Biography:

Tracy Butz, owner of Think Impact Solutions, is an inspirational keynote speaker, captivating author and successful consultant. She has more than 20 years of experience actively engaging both large- and small-size audiences including the US Army, Motorola, Shopko and Subway, just to name a few. Her reputable experience includes working 10 years as Director of Learning & Development, where she was accountable for talent management and employee development. Tracy also proudly holds the Certified Speaking Professional™ (CSP) designation, which is the highest honor in the speaking profession, held by only 12 percent of speakers worldwide. Tracy truly delivers the tools for today's world, helping to further engage employees, energize workplace culture, and empower high performance.