

TOUGH TALKS

WORKSHOP

As a 20 year HR Professional, Colene Rogers, SHRM-SCP, had a mix of successes and failures in resolving conflict with others in her own life. When she became a certified conflict resolution expert, not only did her personal success rate get better but she is now able to teach others to be successful also. In this workshop attendees will walk away with tools to have conversations that resolve their differences with others. When that happens, our professional and personal relationships are strengthened and preserved.

PROGRAM FOCUS

The job of a leader is not getting any easier. The world is changing at rapid speed with incredible and unexpected technologies. And now we have the new workplace phenomenon of “ghosting” where individuals walk off the job or don’t show up at all. With so many challenges that threaten your ability to hold onto the employees you worked so hard to find, transparent and honest communication is essential.

There is considerable research to suggest that an organization’s success is greatly affected by the way their people handle high-stakes conversations. More specifically, those conversations where emotions and differences of opinion swirl around issues that need to be resolved, which impact the persons and organization involved. The research suggests that the organizational costs of avoiding these conversations or having them poorly, can include:

- Loss of clients or potential business
- Damage to company reputation
- High employee turnover
- Loss of morale
- Decreased productivity & engagement

Naturally, these amount to lost profits while opening the door to potential employment lawsuits.



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WORKSHOP

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As a Crucial Conversations Trainer, Colene Rogers, SHRM-SCP teaches participants skills they can apply to handle these high stakes conversations with more success. The key is to create an environment of mutual respect where all those in the conversation are invited and encouraged to express their views. Participants learn techniques to stay in the conversation until all facts and opinions are heard. Once all the relevant information is out in the open, issues can be resolved, superior decisions can be made, and relationships are preserved and strengthened. With the use of video, stories, interaction, application and easy to apply “take home” action steps, participants will feel more confident than ever to have the conversation they have been avoiding.

PROGRAM OBJECTIVES

- Learn how to be a change agent in your organization by facilitating company wide training for Tough Talks by learning the principles and setting up learning groups.
- Learn how to maximize your resources and your people with steps to implement effective communication.
- Learn how to use techniques for addressing effective communication that leaders use to improve relationships, retention and a reduction in turnover.
- Align communication with the values, vision, and mission of your company to support corporate objectives.
- Influence company wide accountability that leads to superior decision making and increased profits.