

MASTERING TOUGH CONVERSATIONS

What conversations have you been avoiding?

Just the thought of broaching certain topics can be enough to bring on a spontaneous stomachache and palms so sweaty you'll be glad shaking hands went out of style.

Sometimes saying what's on your mind is easier said than done. Where do you start, and what direction should you take the conversation? How do you prepare, and how do you know when you've gone too far?

In this poignant keynote, organizational communication expert Chris Dyer will help audience members understand how to take on tough conversations with skill, tact, and grace. He breaks down key strategies for leading different types of discussions, while also providing powerful tactics for quelling confrontation avoidance.

Having purposeful conversations, no matter the topic is the ultimate weapon for building an extraordinary culture. This keynote is sure to impact your team for years to come!



LEARNING OBJECTIVES:

- ✓ Identifying when tough conversations need to happen
- ✓ Identifying cognitive biases that impact how information is perceived
- ✓ Knowing how and when to end a conversation
- ✓ Identifying personality types and leveraging the best strategy

Chris Dyer
HELPING GOOD COMPANIES
BECOME GREAT!