

PROFESSIONAL DEVELOPMENT PROGRAMS

APRIL 9, 2015
8:30 AM–4:30 PM

NAVIGATING DIFFICULT CONVERSATIONS

The cost of unresolved conflict is enormous. Productivity loss, employee turnover, an erosion of trust, lost time due to physical symptoms and communication breakdowns are just a few of the many consequences of managing conflict and communication challenges poorly.

This interactive workshop helps participants build strong communication and conflict resolution skills. Participants will be introduced to tools such as the Thomas-Kilmann Conflict Mode Instrument as well as techniques to increase their personal effectiveness.

THIS PROGRAM WILL HELP LEADERS:

- Learn what brain research tells us about how you think and the implications for successfully managing difficult conversations.
- Identify your preferred conflict resolution style, implications and alternative strategies.
- Analyze a difficult situation and be prepared to employ new behaviors for successful resolution.



Michele Wilson

Change execution expert, Michele Wilson has been working with employees, management and executives for more than 15 years to help individuals and organizations bring their best to their professional and personal lives. Michele teaches and consults in the areas of change management, executive coaching, conflict resolution, performance and talent management. Her role as internal consultant with the Premier Health System has given her a broad range of experience in healthcare and business management. Michele lives in Dayton with her husband and three children.