

# FEBRUARY 2018 GOVERNANCE SEMINAR

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## *Managing Difficult Conversations with Maurice Fritze*

If you're like most people, you run into trouble when conversations turn from routine to crucial. Your body's natural fight-or-flight response takes over. The knee-jerk response is to run and dodge the topic, hide behind an email, or just wing it and hope for the best.

Productivity stems from face-to-face communication, as well as your ability to express controversial and risky opinions effectively. Attend this seminar and practice using real-life models to conduct difficult conversations on any topic. You'll gain the skills and summon the courage to step up, speak openly and honestly, and get results that count.

### What will be covered?

- Preparing for the conversation — pre-work you've got to do;
- The perils of delay — when putting off a conversation makes things worse and key actions to take instead;
- How to avoid the consequences of a poorly executed conversation: demoralizing, confusing, aggravating, ineffective;
- What's the objective? Know your ideal outcome beforehand;
- Establishing the conversation agenda;
- How to identify and overcome assumptions you bring to the table;
- Learn how to effectively prepare for challenging conversations without overthinking them;
- Techniques for getting people to open up about their needs, issues, and concerns;
- How to make sure your expectations are crystal clear;
- Accountability — deciding next steps and crafting a detailed follow-up plan;
- How to respond to emotionally charged reactions, including anger, frustration, disappointment, embarrassment, denial, defensiveness, stonewalling, threatening, lying, silence, crying, and more
- Handling hot buttons — yours and theirs;
- Aggressive, passive-aggressive, and passive people: what you need to know about each
- Attitude check — how to remain objective at all times.

**8 February 2018**

**DoubleTree by Hilton Edmonton West  
16615 109 Avenue Edmonton, AB**

**8:00 a.m. – 3:00 p.m.**

**Cost: \$225.00**

Registration is now open at <http://www.public-schools.ab.ca/>