Welcome

Personal and Career Development

HOW TO HAVE DIFFICULT CONVERSATONS

(First Offering in the Coaching for Leadership Series)



Mastery and the Communicator's Mind



"...keep your head when all about you are loosing theirs and blaming it on you..." from "If" by Kipling



Innovation Rd

Why do teams fail?

Source: CCL, 9/2003 survey of almost 300 execs



The Challenges

- How to be candid without being undiplomatic
- How to deliver bad news
- How to say important things in a limited time
- How to talk to the plus-x bosses
- How to communicate with peers with bizarre different personalities
- How to tell people their product sucks



The Answers

- The seven tricks to get them to listen
- The five techniques to make them interested
- Three methods to recover when you lose it
- The 2 things you must do every time you talk with the boss's boss.
- The three components of the finely crafted elevator speech
- Active listening in business conversations
- The three facial expressions that you must never have



Throwing the Bull\$&!# Flag







Life Shrinks or expands in direct proportion to one's courage.

Anais Nin





What never works

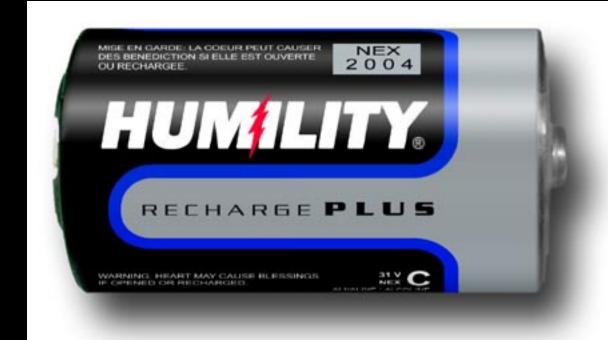
- Blame the other jerk
- Expect that jerk to mature overnight
- Expect yourself to mature overnight
- Expect that there is a simple way
- Expecting a result without having to work at it







"Yes, I'm a jerk sometimes too."





Saving the Marriage of Dennis the Menace by Sleeping with him

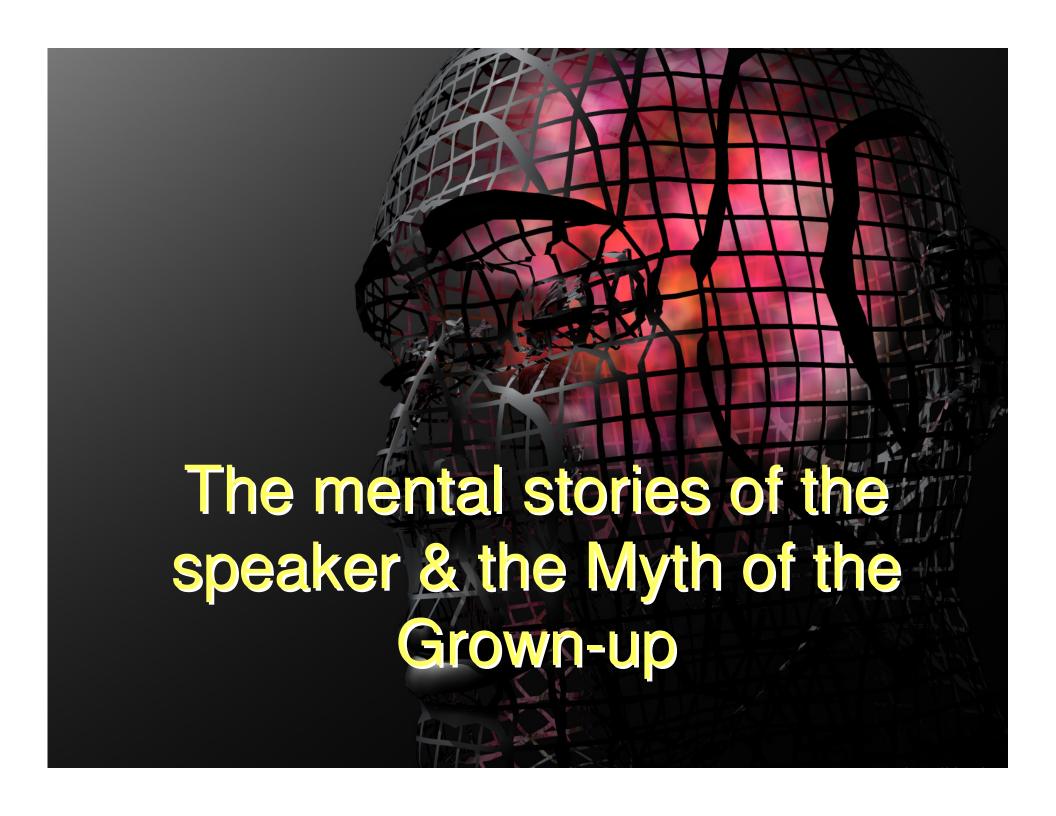


Fake it, until you make it.





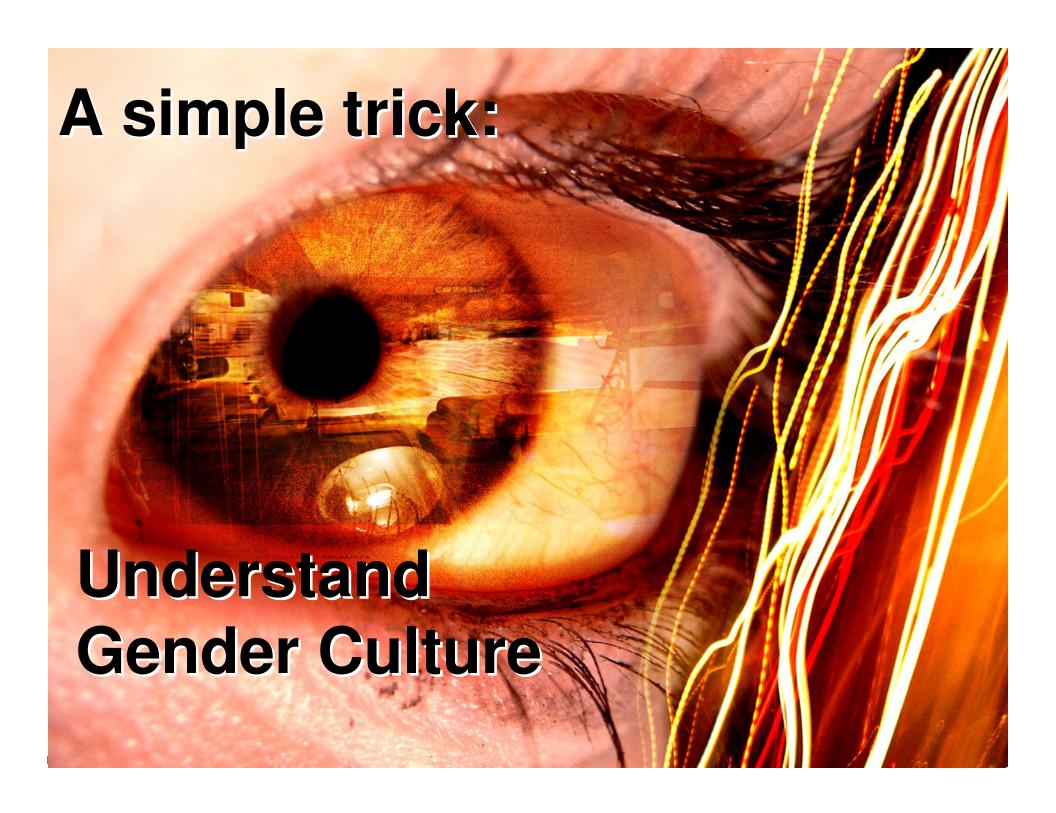




There is no such thing as a grown-up. Just growing ups & stuck people. That's it.



















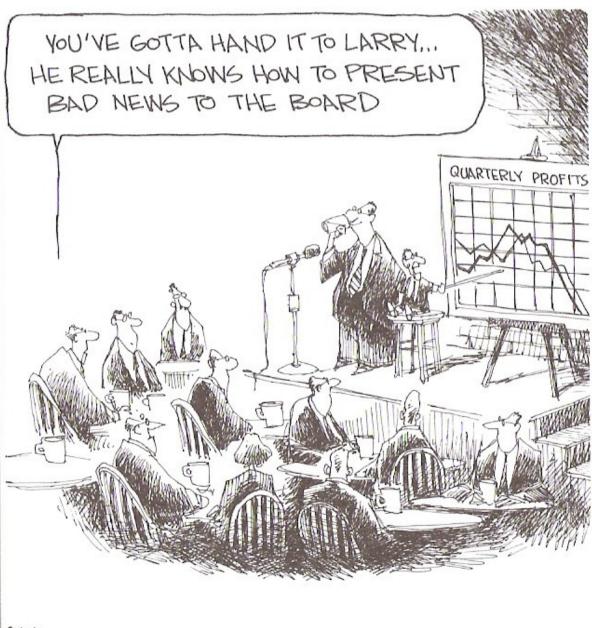
HOW TO HAVE DIFFICULT CONVERSATIONS

Break Out Sessions

If you are interested in discussing

Discussion Topic	Delivering Bad News	Delivering Data with Relevance to Mixed Audience	Saying Important Things in Limited Time
Room	Grand Ballroom	Pool Patio	Napa Room
Facilitators	Kristina Day	Susan Hooge	Nancy Eicher
	Jason Newlon	Alyssa Porubcan	Silke Stevens
	Darla Hall	Judy Heylmun	Nancy Connor
	Lola Kelly Smalls	Sheri Celtruda	Lee Stapleton







₩ @ 68

