

TOUGH TALK

TRAINING LEADERS HOW TO DISARM DIFFICULT CONVERSATIONS

You have both the responsibility and control over how you respond to a situation.

Disagreements or conflicting views can occur in any direction—with your superiors, with your peers or colleagues, with your direct reports or staff, or with your customers and clients. No matter what your position within the organization, you play a role in creating a culture in which directness, candor, problem solving and resolution can occur.

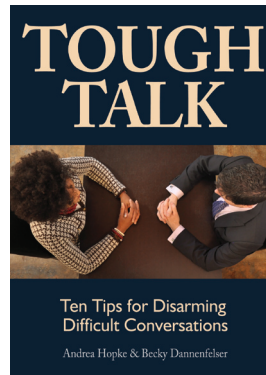
In both the keynote presentation and workshop, leaders within your organization will learn insights and tips for tackling the most prevalent difficult conversations and how best to prepare for them.

Participants will leave our workshops or keynote presentations:

- Learning why we avoid difficult conversations at work
- Understanding the 9 most common difficult conversations people avoid and the tips to overcome them
- Committing to the most powerful tool anyone can use to overcome difficult conversations—the act of preparation

“Clearwater Consulting encouraged participation and the take-a-ways were meaningful, realistic, and actionable.”

Anne Holder, UPS Director of Sales



Becky Dannenfeler and Andrea Hopke
Principals, Clearwater Consulting Group

Clearwater Consulting principals Andrea Hopke and Becky Dannenfeler, experts on this topic, published *TOUGH TALK - Ten Tips for Disarming Difficult Conversations* in 2014. The book is an ideal companion to keynote or workshop and can be customized in bulk orders for a group, an organization, or a conference.

Clearwater Consulting Group is a nationally recognized organization dedicated to developing leaders in corporations who are committed to their own growth and the growth of others.

Clearwater Consulting’s training and speaking programs include:

- Highly interactive training and strong audience engagement
- Self-reflection and exercises designed to increase self-awareness
- Experiential, fun and energizing design
- Practical tailored application to real work for the client
- Trackable, sustainable results that transfer new skill acquisition

Keynote, seminar, and workshop presentations can be customized for your group or organization. See a full description of topics in Clearwater Consulting Group’s specialized areas of leadership expertise at: www.clearwater-consulting.com/speaking/

KEYNOTES

- Industry specific presentations (20 minutes - 60 minutes)
- Facilitation of break-out sessions
- Conference keynotes (tailored to your schedule)

WORKSHOPS

- Half-day (up to 4 hours of education)
- Full-day (up to 8 hours of education)
- Multiple day seminars are available and will be customized to fit the needs of your organization



See the full bio for each of the Clearwater Consulting Group experts. www.clearwater-consulting.com