What You Will Learn

Studies show those who skillfully hold difficult conversations enjoy greater professional success as they seamlessly navigating relationships with executives, managers, direct reports, peers, partners, and clients. In this interactive session, participants will learn how to prepare for and successfully hold difficult conversations with all types of personalities.

Those in attendance will work through specific conversation issues they may be facing, observe modeled behaviors, and practice proven techniques for maintaining healthy and productive dialogue. Participants will also learn how to focus on their own behavior during difficult conversations as well as pick up on signals from others who are about to retreat from dialogue or lash out.

Key Topics

- Creating a safe environment for conversations to be held
- The importance of proper body language, tone of voice, and word choice
- Staying calm under stress
- Step-by-step techniques for carrying out difficult conversations and getting others to open up
- Keeping all parties, including ourselves, accountable once difficult conversations have occurred

Who Should Attend

This seminar is appropriate for leaders at all levels of an organization.

About the Instructor

Mike Allison is an instructor for Bloch Executive Education, and serves as the Sr. Director over Associate Learning for Cerner Corporation. Mike leads US and internationally-based teams which develop and deliver world-class, end-to-end learning solutions for thousands of employees and partners across the globe. He also personally instructs and coaches front-line and senior leaders across a variety of venues. Since joining Cerner in 1997, Allison has also served as a director, practice manager, business development manager, and consultant within both the client learning and consulting organizations. Prior to joining Cerner, Allison was involved in city management for three years, working primarily as a management analyst for the city of Kansas City, Mo. He earned a bachelor’s degree in international relations and a master’s degree in public administration from Brigham Young University.

Register Online

To register for this seminar or learn more about Bloch’s seminar offerings, please visit bloch.umkc.edu/execedseminars.