

# 2018 BLOCH EXECUTIVE SERIES

## Difficult Conversations:

### *How to Step Up and Hold High Stakes Discussions*

Tuesday, April 10 | 9AM – 4PM

#### What You Will Learn

Difficult conversations happen all around us and we all have our own challenges when it comes to having them. We handle people differently in different contexts, have our own biases, and have our own unique emotional triggers. The good news is that with practice, perspective, and feedback – we can work on our ability to have these difficult conversations.

Participants in this course will:

- Understand the importance of personal style in defining “difficult” conversations
- Learn the importance of evaluating personal motives when approaching conversations
- Familiarize themselves with the root cause of conflict
- Practice the art of active listening
- Understand the role emotions play in difficult conversations
- Utilize tools designed to help respond to the facts of situations versus the stories surrounding situations

#### Key Topics

- Personal approaches and triggers
- De-escalation strategies
- Silence and violence (Joseph Grenney)
- The role courage plays in conversations

#### Who Should Attend

- Individuals who struggle to tackle the difficult conversations in their lives
- Leaders who need to share strategies with others for how to approach difficult conversations
- Leaders preparing for performance discussions

#### About the Instructor



**Nicole Price** understands that if leadership is anything, it is personal, and that everyone can be a great leader. So, she gets personal. Nicole's transparency allows others to learn from her mistakes and helps them avoid the same pitfalls. She gets real. She will tell you, yes, having differences within a team can be harder, but that hard work can really pay off — both professionally and personally. And she gets wise. She'll tell you, in a heartbeat, how she's gotten a few things wrong over the years, but a little grace and some solid coaching saved her. Through leadership development, coaching, consulting, keynotes, and other resources, Nicole encourages and enables others to live their lives in excellence. Her energetic and engaging sessions leave participants with strategies and specific tools that they can apply right away. Her lively presentation style garners rave reviews and, very often, an invitation to return. Nicole received her B.S. in chemical engineering from North Carolina A&T University and her master's degree in adult education from Park University.

Transforming Talent is our Business. [Register online](#) or learn more about taking your company to the next level by calling 816-235-6184.

**BLOCH EXECUTIVE EDUCATION**  
at the UNIVERSITY OF MISSOURI-KANSAS CITY