

BLOCH EXECUTIVE EDUCATION

OPEN ENROLLMENT 2017

Difficult Conversations:

How to Step Up and Hold High Stakes Discussions

Thursday, March 30, 2017 | 9AM – 4PM

What You Will Learn

Studies show those who skillfully hold difficult conversations enjoy greater professional success as they seamlessly navigate 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 session is appropriate for all individuals wanting to develop the necessary skills to navigate difficult conversations in personal and professional environments.

About the Instructor



Mike Allison is an instructor for Bloch Executive Education. As a senior director in Associate Learning & Development at Cerner, Mike leads a team of learning professionals who partner with internal client-facing organizations to fully develop their front-line associates and leaders. His team also develops and delivers broad corporate required training solutions across Cerner. Mike directly impacts clients by

leading workshops for healthcare leaders that address key planning, alignment, and transformation change initiatives. For both client and Cerner audiences, Mike also delivers training sessions on topics such as leading change, emotional intelligence, building trusting relationships, executive presence, and advanced presentation / communication skills. Mike joined Cerner in 1997 and has held a variety of executive and management roles within Cerner's learning and consulting organizations. Prior to his current role, Mike led domestic and global learning teams focused on associate and client education. Mike is a graduate of Brigham Young University where he earned a bachelor's degree in International Relations and a master's degree in Public Administration.

Register Online

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