

Conducting Difficult Conversations

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***Connie Poulsen returns this year to present
a new communications class.***

About this Course:

There are a multitude of circumstances where managers need to deal with difficult situations. Inappropriate dress or behavior, personal hygiene, use of social media, and absenteeism are just a few good examples. These situations can be uncomfortable, but managers can learn to successfully conduct difficult conversations that will yield constructive results. Decreased liability, increased productivity, morale and retention are some of the benefits of skillfully handling difficult situations.

Topics will be approached from a managerial perspective. The Instructor will use case studies as teaching and learning tools. Attendees will leave feeling more confident when conducting these necessary but difficult conversations and in knowing what they should and should not say.

2012 Class Dates & Locations:

Spokane County—Tuesday, April 10

Chelan County—Thursday, April 12

Benton County—Tuesday, April 17

Yakima County—Wednesday, April 18

Kittitas County—Thursday, April 19

Lewis County—Tuesday, May 1

Clark County—Thursday, May 3

Mason County—Monday, May 14

Skagit County—Wednesday, May 16

All classes start at 9 AM and conclude at 3:30 PM. Lunch will be provided.

The Instructor:

Connie Poulsen is Director of Leadership and Management Education for Peninsula College in Port Angeles. She is a principle in Poulsen and Associates, where she contracts with organizations as a professional speaker, trainer and consultant. Connie holds bachelor's and master's degrees from California State University, Long Beach.

Connie has received top reviews for her previous classes. Here are some comments from class participants: "I wish I'd had this class 20 years ago." "This was an exceptional training session." "The entire class was great, it kept my attention and included lots of useful tips and information."

Registration

Please register *online* at www.wcrp.info and click on the Training link.

**Free to Member County Employees
4 CPO Core credits**

Questions?

Call 360-292-4492 or email
jill@wcrp.wa.gov