



Washington Counties Risk Pool  
Created by Counties for Counties

*The WCRP Presents:*

# Managing Challenging Conversations

*This six-hour program will be delivered virtually over two-days.*

**September 22 & 23, 2021** | 9:30am-12:30pm both days - *session full*

**November 3 & 4, 2021** | 9:30am-12:30pm both days

*Instructed by Janelle Tarasewicz, Principal Consultant, Aperture EQ*

We've all been there before - a conversation needs to occur with our employee, but we keep pushing it off because we're dreading the discussion. These conversations are difficult because they are awkward; but with the right approach they become manageable. As supervisors, it is an essential function of our jobs to turn these difficult conversations into constructive dialogues so that our employees can stay engaged and productive members of our team. With training and practice, supervisors and employees can hone their communication techniques and use these crucial skills to navigate the challenging process of having a difficult conversation. Having a conversation to address performance is difficult, but with the right tools the process becomes manageable, effective, and successful.

## Learning Objectives:

- Discovering techniques to help you stay calm during a difficult conversation and help defuse an emotionally charged situation.
- The science behind how our brain and bodies react to stress, including how our communication processes are impacted.
- Understanding how defensiveness surfaces and learning techniques to decrease your own defenses, as well as mitigate defensiveness in others.
- Communication techniques to help you modify your communication style based on the audience and the situation.
- The steps to take to prepare for the difficult conversation, including what you should document after the fact.
- Coaching and feedback outlines that help guide supervisors through the process of a difficult conversation, including helpful tips and scripts.
- Basic skills for conflict resolution and how to navigate a conversation to help build trust during these contentious moments.

**AUDIENCE:** This course is designed for supervisors, and is offered exclusively to WCRP members.

**REGISTRANT CAP:** Limited to 30 attendees per course.

## **ATTENDANCE REQUIREMENTS:**

→ This is a two-part course, requiring attendance both days.

→ This course is highly interactive. Attendees will need to sign on using a device that allows them to turn their camera on, unmute to speak, and type comments using the chat feature.

**REGISTRATION & FEES:** This series is available to WCRP members only, at no charge. **\$25 no-show fee may be assessed if cancellation notice is not received 24-hours prior to the training or if attendee does not attend both days.**

**CLICK HERE TO REGISTER** or register online at [www.wcrp.info](http://www.wcrp.info): Hover over the Member Services tab, click on Training & Scholarships, select WCRP Events & Training Online Registration Form, then carefully select the training line-up you wish to attend and complete the online form.

**Questions?** Email [memberservices@wcrp.wa.gov](mailto:memberservices@wcrp.wa.gov).