



# Managing Challenging Conversations

This 6-hour workshop will be delivered virtually over two days!

November 8 & 9, 2023 | 9:30am-12:30pm (both days)

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**DESCRIPTION:** 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 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.
- Overview of traditional progressive discipline processes and how to prepare for those difficult conversations.

**AUDIENCE:** New or upcoming supervisors, and seasoned supervisors seeking a refresher (WCRP members only). Registration Required.

**REGISTRATION CAP:** Limited to 30 attendees.

## VIRTUAL WORKSHOP EXPECTATIONS:

- This workshop is composed of two 3-hour sessions, requiring attendance both days.
- There is a high level of participation and interaction, therefore, attendees will need to join from devices with camera, microphone, and chat capabilities.
- Group attendance is not permitted for this workshop due to the interactive nature. Attendees will need to sign into the virtual event from their own devices individually.
- This workshop will not be recorded, and recording is not permitted.

**REGISTRATION & FEES:** This workshop is available to WCRP members only, at no charge. Attendees must pre-register to attend. **\$25 no-show fee may be assessed if cancellation notice is not received 24-hours prior to the workshop or if the attendee does not attend both days.** To learn more, visit [WCRP's Registration and Fees, Invoicing and Cancellation Procedures](#) webpage.

Attendees must pre-register to attend. Register online at [www.wcrp.info](http://www.wcrp.info): Hover over the Member Services tab and click on Training to access the list of current offerings. The online registration form is accessible under each training title; select the link to be directed to the WCRP Events & Training Online Registration Form, then carefully select the event you wish to attend and complete the online form. A waitlist will be enabled when a specific training is full and we encourage you to sign up in the event of a cancellation.

## QUESTIONS?

Contact the WCRP Member Services team: [MemberServices@wcrp.wa.gov](mailto:MemberServices@wcrp.wa.gov) or (360) 292-4490