



MASTERING HIGH STAKES CONVERSATIONS

You'll have a high-stakes conversation this week. Are you ready?

Delivering bad news, addressing an issue with a co-worker, and a final interview for your dream job are all examples of stressful, high-stakes conversations with a potential cost.

When handled poorly, these conversations escalate to conflict, damage relationships, and may result in the loss of something you value. Learning how to master them enables you to confidently, respectfully, and effectively address any issue.

DO YOU NEED TO:

- ❖ Deliver news others don't want to hear?
- ❖ Lead performance reviews?
- ❖ Address sensitive topics?
- ❖ Report results to leadership?
- ❖ Hold others accountable?
- ❖ Engage in constructive dissent?

“ 85% of a person's financial success is due to personality and ability to communicate, negotiate, and lead; only 15% is due to technical knowledge. *Carnegie Institute of Technology* ”

Mastering HSC will give you the confidence and process to stop avoiding difficult conversations and get the outcomes you desire.

YOU WILL LEAVE WITH:

- ✓ A proven process to set you up for success.
- ✓ 6 ways to keep dialogue open and productive whether you initiated the conversation or were blindsided by it.
- ✓ 10 strategies to manage stress and cool off a heated conversation.
- ✓ A personalized assessment to help you understand how your communication style impacts your conversations.
- ✓ The ability to identify and adapt to different communication styles.
- ✓ The confidence you need to actively initiate or respond to any high-stakes conversation.

HOW WE GET THE RESULTS WE PROMISE:

- ❖ We cut through the fluff and focus on the practical application to help you excel.
- ❖ We are experts in human behavior who understand how to effectively put theory into practice.
- ❖ We provide relevant exercises so you can practice skills taught and get insightful feedback.
- ❖ We use research and real-life stories that bring the content to life and drive points home.
- ❖ We facilitate thought-provoking discussions that challenge preconceptions.

We guarantee you'll have all the tools you need to master your next high-stakes conversation!