



STRAIGHT TALK: USING CANDOR AND CONSTRUCTIVE CONFRONTATION TO IMPROVE RESULTS

with Dr. Rick Brandon

\$425 (US) per person

VIRTUAL SESSION (3-HOUR)

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Candor and accountability form the basis of a productive working relationship, but many leaders mistake performance expectations for performance agreements, fail to "get real" about the victim mentality and blame games poisoning their organizations, and shy away from confronting people to hold them accountable for execution. This practical seminar develops skills for planning, leading, and following up on Candor Conversations about expectations and agreements. We tackle both the smoother, preventive discussions around clear upfront Agreements, as well as the most stressful of work discussions - Constructive Confrontations. We'll provide antidotes for someone repeatedly breaking an agreement - instead of giving up, blowing up at the person, or burying the issue. Finally, we'll explore two mindsets - Accountability versus Victimhood - along with how you can present this module to your back-home team to impact execution and ownership.

DR. RICK BRANDON

Dr. Rick Brandon is the founder and president of the internationally respected training firm Brandon Partners. He has devoted thirty+ years to designing and delivering leadership and professional development workshops on interpersonal savvy and organizational savvy. Dr. Brandon has taught for scores of Fortune 500 companies and others, helping hundreds of thousands to improve their results and work relationships by increasing the candor, clarity, and impact of their communication. His new book, *Straight Talk: Influence Skills for Collaboration and Commitment* (Matt Holt Books, 2022) is the optional course text. His first book, *Survival of the Savvy: High-Integrity Political Tactics for Career and Company Success* (Free Press), was a Wall Street Journal bestseller and was called "the pre-eminent book on organizational and political savvy" by Robert Eichinger, creator of Lominger's FYI: For Your Improvement.

TOPICS COVERED

BUSINESS DRIVERS AND RATIONALE FOR INCREASING CANDOR AND ACCOUNTABILITY

COSTS OF BAILING OUT (THE PRICE OF "NICE") OR BRUISING (THE PRICE OF "NASTY")
PERSONAL CASE FOR "LIVING OUT LOUD" AND AUTHENTICALLY IN WORK CONVERSATIONS
TRACING REASONS PEOPLE DON'T DELIVER AND SOLUTIONS IN TODAY'S SKILL SETS

ACHIEVING CLEAR, COMMITMENT-ORIENTED PERFORMANCE WITH AGREEMENT DISCUSSIONS

A SYSTEMATIC MAP, MODEL, AND SKILLS FOR FORGING ACTUAL AGREEMENTS ABOUT ROLES AND RESPONSIBILITIES, OUTPUTS, AND MISSION-CRITICAL BEHAVIORAL NORMS
FOLLOWING UP CANDOR-DRIVEN AGREEMENTS WITH REMINDERS AND RECOGNITION

STATING YOUR NEEDS WHEN CONFRONTING FOR CANDOR AND ACCOUNTABILITY

TRACING THE REQUIRED HISTORY OF ANY CANDOR-DRIVEN CONFRONTATION • A CLEAR, FOOLPROOF MESSAGE FORMAT FOR CONFRONTING BROKEN COMMITMENTS

CONFRONTATION SKILLS FOR NAVIGATING THROUGH PEOPLE'S PREDICTABLE DEFENSIVENESS

UNDERSTANDING THE TRUE NATURE OF DEFENSIVENESS
HOW TO DEFUSE DEFENSIVENESS AND MAINTAIN CONVERSATIONAL CONTROL AND FOCUS
HANDLING DIFFICULT REACTIONS (E.G. SILENCE, SCREAMING, THREATS, MOCKING, OR ETC.)

GAINING TRUE VERSUS "SOFT" COMMITMENTS

RECOGNIZING SLIPPERY "TOMATO SEED" OFFERS TO RECOMMIT
MAINTAINING A POSITIVE RELATIONSHIP WHILE REJECTING UNACCEPTABLE SOLUTIONS

INVITING A MINDSET OF ACCOUNTABILITY AND OWNERSHIP

UNDERSTANDING RESEARCH-BASED RESULTS OF ACCOUNTABILITY VERSUS VICTIMHOOD
EXPERIENCING AN ATTITUDE-SHIFTING MODULE YOU CAN SHARE WITH YOUR TEAM

FOR REGISTRATION PLEASE CONTACT: - IMS Regional Director -
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