



How to Succeed in High-Stakes, Difficult and Consequential Conversations

Session Details

Faculty:	Dr. Debbye Turner Bell	Date:	Tuesday, February 25, 2020
Location:	Pacific Energy Center San Francisco 851 Howard St., San Francisco, CA 94103	Sign In:	8:30 AM
Phone:	415-973-2277	Session:	9:00 AM - 4:00 PM

Session Description

No one likes confrontation and conflict but they are inevitable in our professional and personal lives. The key to success in handling high stakes, difficult, and consequential conversations is understanding typical human behavior and your own behavioral tendencies. This session will give you tools to plan and have constructive conversations on difficult and high stakes topics.

Biography

Dr. Debbye Turner Bell is a veterinarian, journalist, minister, motivational speaker, wife, and mother. For three years, she served as the lead U.S. news anchor for Arise News, a global cable news network. She hosted a daily evening news broadcast called Arise America. Currently, she can be seen as an expert contributor to the show DOGS 101 on Animal Planet. For 11 years, Turner Bell enjoyed her role in broadcast journalism as a staff correspondent for CBS News starting in 2001. She covered a variety of subjects, and was from time to time called upon to cover breaking and developing news. Turner Bell was dubbed The Early Show's resident veterinarian sharing a wealth of advice about quality pet care. In 2002, Debbye garnered an interview with President & Mrs. Bush at the White House for a Pet Planet segment about the first family's pets. Periodically she reported for the CBS Evening News. And she provided an in-depth look at the working dogs of the federal agency, Alcohol, Tobacco, and Firearms (ATF) for CBS Sunday Morning. Turner Bell hosted a prime time television magazine program called "48 Hours on WE." Prior to joining CBS, she co-hosted a local television magazine program called "Show Me St. Louis."

Time Allocation - Topics

10% What is a high stakes conversation

- Self-assessment of how you handle difficult situations

15% Laying a foundation for success

- Building rapport
- Asking the right questions
- Do your homework

10% Clarifying the real issue

- Seek to understand
- Finding a positive approach for a negative issue

35% Dialogue skills

- Ways to start the conversation
- Responding instead of reacting
- Effective listening

- Assessing and interpreting body language
- Managing your emotions
- How to handle criticism
- Common mistake, pitfalls and landmines

10% What is a high stakes conversation

- Self-assessment of how you handle difficult situations

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