



Straight Talk: Using Candor and Constructive Confrontation to Improve Results

Session Details

Faculty:	Dr. Rick Brandon	Date:	Thursday, October 15, 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

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.

Biography

Dr. Rick Brandon delivers keynote speeches at corporate events, educates thousands annually in workshops, and appears in various industrial and educational videos. In early 1999, Dr. Brandon launched Brandon Partners, offering a unique service for corporate events, blending his passion for motivational speaking and performance programs with his talent for musical comedy. Now Brandon Partners most popular business services are smaller behavior change workshops in the content areas of ethical organizational politics and managerial motivation skills. Dr. Brandon earned his Ph.D. in Counseling and Management at the University of Arizona, his M.A. in Educational Psychology from St. Lawrence University, and his B.A. in Psychology from Case Western Reserve. He has taught undergraduate and graduate courses for the University of Bridgeport, College of Saint Rose and the University of Arizona. Dr. Brandon has consulted, educated, and presented at companies worldwide. From start-up e-commerce businesses to blue chip companies, his clients include Citibank, The Prudential, Pfizer, Charles Schwab, Chase Manhattan Bank, The Gap, Kodak, Apple Computer and Walker Interactive Systems.

Time Allocation - Topics

10% 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

25% 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

10% 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

30% 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.)

10% Gaining true versus soft commitments

- Recognizing slippery tomato seed offers to recommit

- Maintaining a positive relationship while rejecting unacceptable solutions

15% 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

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