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LEADERSHIP COMMUNICATION ESSENTIALS:
NAVIGATING TRUST, CONFLICT, AND FEEDBACK
with Deborah Grayson Riegel
$395 (US) per person

VIRTUAL SESSION (3-HOUR)

LEADERSHIP COMMUNICATION ESSENTIALS: NAVIGATING TRUST, CONFLICT, AND FEEDBACK

Being a successful leader requires having conversations that are difficult, not to mention important, awkward, tricky, meaningful, and powerful. The goal isnt to avoid these conversations; it's to find ways to have these conversations effectively. This program will provide you with proven strategies to excel at the top three communication challenges leaders face every day. Learn how to:

- Build a culture of trust to boost productivity, collaboration, retention, and job satisfaction
- Navigate conflict and tricky conversations effectively
- Deliver challenging feedback with confidence, candor and grace

This workshop gives leaders simple, direct ways to see conflict and resistance as opportunities for communication and growth. Participants will develop the skills required to prepare for and have difficult conversations, manage different perspectives, identify and reduce resistance, and create shared solutions with greater confidence and speed.

DEBORAH GRAYSON RIEGEL

Deborah Riegel teaches Management Communication at the Wharton School of The University of Pennsylvania and partners with both Columbia Business School and Duke Corporate Education as an educator and coach for their custom leadership development programs. She has also served as a Visiting Professor of Executive Communications at the Beijing International MBA Program at Peking University, China, where she prepares senior leaders from around the world to communicate more effectively in a growing global marketplace. Deborah's corporate work with clients like Amazon, Bloomberg, KraftHeinz, and PepsiCo focuses on helping leaders and teams improve their interpersonal communication and presentation skills. She has been a featured expert and contributor to publications including Forbes, Psychology Today, Fast Company, and the Harvard Business Review, Inc.

TOPICS COVERED

CREATING A CULTURE OF TRUST

IDENTIFY THE BEHAVIORS AND ATTITUDES THAT INSPIRE OR ERODE TRUST (INTERPERSONALLY AND ORGANIZATIONALLY)
DEVELOP A HEALTHY "RELATIONSHIP BANK ACCOUNT" WITH OTHERS
REPAIR RELATIONSHIPS THAT HAVE SUFFERED A BREACH OF TRUST

NAVIGATING CONFLICT AND TRICKY CONVERSATIONS

HOW TO APPROACH DIFFICULT CONVERSATIONS WITH SKILL AND CONFIDENCE
DIFFERENCE BETWEEN PRODUCTIVE AND UNPRODUCTIVE CONFLICT
IDENTIFY THE ROOT CAUSES OF COMMON WORKPLACE CONFLICTS
EFFECTIVE LANGUAGE THAT CAN IMPROVE (ALMOST) ANY CONVERSATION

GIVING EFFECTIVE FEEDBACK

DISCOVER WAYS TO GIVE FEEDBACK TO YOUR TEAM MEMBERS IN A WAY THAT IS MOST LIKELY TO BE HEARD AND RECEIVED WITHOUT DEFENSIVENESS FROM THEM.

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