



POWERFUL TOOLS FOR HANDLING WORKPLACE CHALLENGES AND TOUGH CONVERSATIONS.

with Karin Hurt and David Dye

\$395 (US) per person

VIRTUAL SESSION (3-HOUR)

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In a high-pressure environment, where deadlines are tight and emotions can run high, it's easy for a simple conversation to ignite into a full-blown conflict. Misunderstandings, differing perspectives, or poor communication can quickly escalate tensions, creating unnecessary stress and hindering productivity. But what if you had the tools to diffuse the tension before it spiraled out of control? Unlock the power of care-filled, intentional words to enhance your credibility, build trust, navigate sensitive topics with confidence, and establish your reputation as a highly skilled and empathetic communicator.

This engaging and highly interactive program is perfect for leaders, teams, and customer-facing professionals looking to navigate workplace conflict with confidence and skill. Inspired by Karin Hurt and David Dye's latest book, *Powerful Phrases for Dealing With Workplace Conflict: What to Say Next to De-Stress the Workday, Build Collaboration, and Calm Difficult Customers*, the program equips participants with practical tools and strategies to handle tough conversations effectively.

Packed with actionable insights, real-world examples, and ready-to-use phrases, this program empowers you to foster collaboration, strengthen relationships, and transform challenging interactions into opportunities for growth. Join us to discover how to bring calm, clarity, and confidence to even the most difficult workplace situations.

KARIN HURT AND DAVID DYE

Karin Hurt and David Dye help human-centered leaders find clarity in uncertainty, drive innovation, and achieve breakthrough results. They're the CEO and President of Let's Grow Leaders, a global leadership development firm known for practical tools and leadership development that stick, and the authors of several award winning books including *Winning Well: A Manager's Guide to Getting Results-Without Losing Your Soul* and *Courageous Cultures: How to Build Teams of Micro-Innovators, Problem Solvers and Customer Advocates*.

TOPICS COVERED

WHY YOUR VOICE MATTERS MORE THAN EVER

CONFLICT COCKTAILS: INSIGHTS FROM NEW RESEARCH ON WORKPLACE CONFLICT AND COLLABORATION
GOOD CONFLICT: HOW PRODUCTIVE CONFLICT DRIVES INNOVATION AND BETTER OUTCOMES
HOW TO START THE CONVERSATION YOU MIGHT RATHER AVOID

4 DIMENSIONS OF PRODUCTIVE CONFLICT

CONNECTION, CLARITY, CURIOSITY, COMMITMENT
12 G.O.A.T. POWERFUL PHRASES TO NAVIGATE TRICKY CONVERSATIONS

HOW TO DE-ESCALATE CHALLENGING CONVERSATIONS

DEALING WITH DIFFICULT PEOPLE (EVEN YOUR BOSS)
NAVIGATING HIGHLY SENSITIVE CONVERSATIONS

FOR REGISTRATION PLEASE CONTACT: **Rosemary Godwin** - IMS Regional Director - Dallas-Ft.-Worth
Phone: **+1 (817) 793-1258** Email: **dallas@ims-online.com** Website:
<https://ims-online.com/leadership-development/Dallas-Ft.-Worth/10>