



A DRAMA FREE LIFE

Learn How to Communicate With Anyone

As a former actress with 30 years on the stage, Colene learned a lot about dialogue and the power of words. Eventually she traded the drama of the theater for that of an HR Professional. In this presentation Colene shares simple communication principles to keep the drama out of the office and on the stage where it belongs. Colene's stories and videos will resonate with each attendee and give them the confidence that they can have successful conversations that resolve differences of opinion. She calls them Tough Talks.

PROGRAM FOCUS

Are you struggling with a relationship in your personal or professional life because talking with each other is too hard? It's fine when you discuss the small stuff, but when it is a conversation about an unresolved issue and your opinions differ... forget it.

The ability to resolve issues is very important to the success of any individual or organization. It is not an innate talent that some have and others do not. There are steps anyone can take to structure and approach a conversation that achieves mutual understanding and fixes the problem. This steps preserve and strengthen relationships, opening the way for future work to get done.

With stories and video scenarios that engage and enhance the learning, attendees will leave with the skills and confidence to approach the difficult conversations in their personal and business lives.

PROGRAM OBJECTIVES

- Learn what is at the center of every successful conversation that resolves an issue.
- Learn the steps for conflict resolution so you never have to wing it again.
- Learn the 5 components and 5 desired outcomes of Colene's Retention Architecture and conflict resolution's place within it.
- Realize the correlation between the ability to resolve issues and employee retention.