

Tough Talk: Difficult Conversations in Difficult Times

Wednesday, February 11th

8:30am-3:30pm with lunch

Herak Club Room at McCarthy Athletic Center

\$199; groups of 3 plus and non-profits \$179

\$25 discount if registration and payment received by January 20th

address the problem
employee

keep your cool

engage in feedback

make critical decisions

manage effectively

Do you find yourself too strict or too lenient with difficult employees – those who do not contribute in timely or accurate ways, or who might be technically proficient but really succeed at creating dissension? Learn first to address how you think about the employee and the situation. Find out why you can not use the same approach with everyone, learn realistic expectations for employees and yourself and become confident in satisfying them. In our current time of economic anxiety, the pressure to manage successfully – quickly and accurately - is critical.

Managers who understand and foster the emotionally mature workplace keep their cool when dealing with a challenging employee. Because they understand both themselves and their various employees, they can build processes and systems to motivate, instill accountability, engage in active two-way feedback, make reasonable accommodations for personal issues, and most importantly, take timely corrective action.

This program will help you become clearer about when to pull in resources to resolve the issue and when a termination is the right thing to do in order to become more effective. Our day-long, interactive workshop will help you learn and practice strategies for getting ready to tackle tough talk. You will have more choices than either avoiding or bulldozing .

Featured Speakers



Lunell Haught, Ph.D.

Haught Strategies

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Laura Asbell, Ph.D.

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