

DIFFICULT CONVERSATIONS

When people and performance collide.

THREE SESSIONS
February 25th, March 11th & 25th

VIRTUAL & RECORDING
11:00 a.m.–12:00 p.m.

Difficult conversations can make or break performance, relationships, and accountability. This practical three-part virtual leadership series gives leaders clear, respectful approaches for addressing problems, challenging decisions, managing emotional reactions, and moving high-stakes conversations forward.

SESSION 1

DIFFICULT CONVERSATIONS WITH TEAM MEMBERS

- Address problems without creating defensiveness.
- Be direct without being disrespectful.
- Hold people accountable while maintaining the relationship.
- Deal with resistance, excuses, and emotional reactions.

SESSION 2

DIFFICULT CONVERSATIONS WITH MANAGEMENT

- Challenge a decision without becoming confrontational.
- Raise concerns when you disagree with your boss.
- Address unrealistic expectations.
- Push back professionally when the stakes are high.

SESSION 3

WHEN THE CONVERSATION GETS DIFFICULT

- Keep your own emotions under control.
- Know what to do when the conversation goes sideways.
- Get beyond the surface issue.
- Turn conflict into a productive conversation.

KEY TAKEAWAYS

1 Be direct without being disrespectful.

2 Hold accountable while maintaining the relationship.

3 Respond productively when emotions rise.

4 Turn conflict into a productive conversation.

BRING REAL-WORLD PROBLEMS

Attendees may bring difficult situations or send questions to Alyssa in advance for generic discussion without identifying people or organizations.

INSTRUCTOR

John Graci
Graci Leadership Solutions

FEES

Medi-Sota Member: \$100/facility

Non-Medi-Sota Member: \$75/person

Questions? Contact Alyssa Christianson at achristianson@medi-sota.org
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Cancellations must be made no later than 15 business days prior to the course. The full course fee will be charged if cancellation is made in less than 15 business days. Full refunds will be given for all classes cancelled by Medi-Sota. Registration is transferable to another person.