



CANDID CONVERSATIONS THAT DRIVE RESULTS

Description:

Stepping up and having a difficult conversation is no easy task. It's uncomfortable, stressful and certainly no fun. But if we choose to not say anything, the issue is likely to not get better and potentially even get worse. This program focuses on how to effectively engage in open, meaningful dialogue which will help us more fully understand one another and achieve enhanced, more productive and positive relationships. Learn to share tough messages in a way that maximizes candor and minimizes defensiveness, using six powerfully effective strategies.

Learning Outcomes:

- Realize how someone's perception of intent will influence behavior during the discussion, determine the correct timing and location for it, and effectively begin the conversation in a way that invites dialogue.
- Encourage the other person to share his/her thoughts and feelings, acknowledge your understanding of what was communicated, and ask clarifying questions so productive conversations can take place without diluting the message.
- Reduce defensiveness when sharing a tough message and recognize natural tendencies when emotions begin to elevate—quickly correcting unintentional poor behavior and getting the discussion back on track.

Biography:

Tracy Stock is one of the most in-demand and top-rated female speakers in North America today because of her ability to inspire behavior change and achieve positive outcomes. As a former director of learning and development and 25 years of speaking experience, her trusted clients include the US Army, Motorola, Berkshire-Hathaway, US Bank, the Society for Human Resource Management and Subway, to name a few.

As a Certified Speaking Professional® (CSP)—Tracy has earned the highest honor in her profession held by only 12 percent of speakers *worldwide*. She is also a prolific and best-selling author, with five published books and numerous other products.

Tracy is a dynamic, passionate speaker who is committed to energizing workplace culture, enhancing employee engagement and empowering high performance by helping organizations to inspire behavior change and *achieve positive outcomes*. When looking for a memorable speaker who understands client's needs, delivers on her promises, and drives energy and success to your event, Tracy Stock is your solution.