



MARCH 14TH, 2024, 2PM EST

Navigating Conflict - Managing Difficult Conversations in the Workplace

As a manager, you sometimes need to have conversations with team members that you'd rather not. Whether it is an employee with a difficult personality, dealing with performance concerns, or patterns like chronic lateness, these conversations can be challenging and may stir up emotions. A good leader knows that these conversations are necessary in the workplace and need to be handled in the right way. This practical webinar will help you plan and manage these conversations to build your confidence in this key leadership competency.

- Manage difficult behaviors to achieve a positive outcome
- Plan and prepare effectively prior to delivering feedback
- Learn how to deal with high emotions and frame conversations for the best outcomes

Speakers:

Karin Tierney
VP of HR Consulting
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Katrina Meigs
Director of HR
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