

*MVCS Staff Professional Development Series*

# Having Difficult Conversations



**OPEN TO ALL INTERESTED STAFF**

Having difficult conversations isn't fun for anyone. Yet, our roles often demand that we know how, and are willing to have them. We need to be effective and build trust and respect without damaging relationships along the way. This training will show you what you need to know to have difficult conversations. They won't be fun, but they will be done professionally and respectfully.

#### **Areas Covered in the Session:**

- Identifying your strengths and weaknesses prior to your difficult conversation
- 10 tips for handling difficult conversations
- Giving negative feedback and ensuring it is "heard"
- What to say, how to say it, when to say it, all the while being in control of your emotions
- A step-by-step model to make it easy to follow

**Instructors:** Jennifer Neary, Pricila Vilaca, Jamey Smith

**WED. SEPT 27 9AM-12PM**

*In person at the Octagon Room in West Tisbury*

*Refreshments will be served*

**SIGN UP NOW**



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