

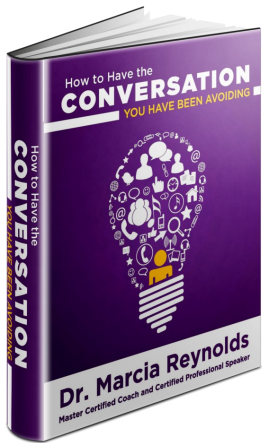


LEADERSHIP USA™

FEATURED FACULTY

AVAILABLE MONTHLY MEMBERSHIP SEMINAR

From Problems to Possibilities: How to Get Positive Results from Difficult Conversations



Leaders often avoid difficult conversations because they often trigger an emotional response. Its inevitable people will show anger or shut down. There might be embarrassment, frustration, defensiveness, stress, and possibly tears. Most leaders have not been taught to calmly respond to emotional reactions. They know there is a real cost of failure, so they rationalize their avoidance until the problem escalates. This workshop will give you effective tactics for holding difficult conversations, including how you manage the emotions that arise. You will learn how to work within the *Discomfort Zone* and how to use moments of discomfort to create breakthroughs in thinking. Attend this workshop to dramatically improve your conversations and overall outcomes.

Marcia Reynolds, PsyD, CSP

Dr. Reynolds draws on her research to teach and coach leaders to get positive results from difficult situations. She has presented in 35 countries for corporations, government agencies, associations, and universities. Marcia is a true pioneer in the coaching profession. She was the 5th global president of the International Coach Federation and is back on the global board this year. She is the training director for the Healthcare Coaching Institute at Virginia Tech and teaches for coaching schools in Russia & China. Marcia's doctoral degree is in organizational psychology, plus two master's degrees in education & communications.



Three Main Core Competencies

Communications, Emotional Intelligence, Managerial Skills

This course is appropriate for:

VP, Director, Middle Managers

Learning Library assets included:

e-book "How to Have the Conversation You Have Been Avoiding"

For more information or to register, visit www.LeadershipUSA.biz or call 303-471-7401