



Professional Development Workshops

Expand your skills, invest in your team!

The Art of Difficult Conversations

Date & Time: Nov 14, 2019, 8:30am-12:30pm **Cost:** \$165 per person

Location: Higher Education Center, Medford Rm 129B

Description:

The Art of Difficult Conversations will focus on employing a specific communication model called 360 Feedback. This course will walk participants through the process of how to have honest, direct and productive conversations about difficult issues that occur in the workplace every day, across all industries and within every position, from frontline staff to the C-Suite. This course will demonstrate the importance of establishing rapport, assuming positive intent, trusting the process and will teach participants how to get to the heart of the issue so they can stay focused to resolve it quickly and efficiently. This course will help to shift the way we think about “difficult conversations” as a dreaded effort, to a welcomed opportunity for both personal and professional growth. *To register go to sou.edu/professional.*

Course Content:

- Understand the 360 Feedback communication model
- Learn how to circumvent behavior that drives conflict escalation
- Discover how this model can benefit both an organization and the individual
- Learn what 360 Feedback is and isn't
- Get the tools to initiate, deliver and receive 360 Feedback
- Learn how to hyperfocus on the heart of the issue, for effective and quick resolution
- Learn the impact that 360 Feedback can have on a company culture

Presenter: Tiffany Mays, BBM, Med

Over the last 20 years, Tiffany has owned two small businesses and worked in corporate finance, hospitality, education and healthcare. In that time, Tiffany has held executive leadership positions in the areas of; marketing, business development, event creation/management, strategic planning, training and program design. Tiffany has had the privilege of teaching a variety of professional development courses to thousands of students, staff members, executives and healthcare providers across the country, which included: Entrepreneurship, Business Planning, Personal Finance, Conflict Resolution, Service Excellence, Culture Creation, Employee Engagement, Action Planning, Lean Principles, Goal Setting and Leadership development. Tiffany is passionate about driving initiatives that create sustainable results benefiting everyone in an organization.

