



Expand your skills, invest in your team!

Leading Effective Working Relationships & Difficult Conversations

Date & Time: Two Wednesdays, May 12 and 19, 2021; 10:00am-11:30am

Cost: \$150 for both sessions or \$80 for a single session

Description for Session 1: Leading Effective Working Relationships

Are you struggling with members on your team? Are others challenged by your leadership style? Are you frustrated by behaviors such as blaming, making excuses, and getting defensive? Together we will explore how to navigate uncertain relationships and be responsive and resourceful leaders.

Learning Concepts

- Stay calm as you manage drama, emotions and judgment
- Respond appropriately to challenging situations
- Listen effectively
- Create a positive work environment

Description for Session 2: Leading Difficult Conversations

Do you find yourself shying away from giving honest feedback? Do your team members have a hard time receiving your ideas for how they might improve? Has anyone ever said your communication style is insensitive or even (gulp) brutal? Are there concerns of favoritism on your team? Learn to communicate the changes you want to see, your boundaries and work expectations while continuing to build solid professional relationships.

Learning Concepts

- Acknowledge and factor in power differentials during conversations
- Manage uncertainty for yourself and others
- Navigate difficult conversations effectively
- Establish and communicate your boundaries
- Follow through with support for yourself and team members

To register, go to sou.edu/professional. Each session is 1.5 hours. Sessions are interactive and build upon each other (though can be taken separately).

Presenters: **Renée Riley-Adams** is a Professional Certified Coach (PCC) and Facilitator at Balanced Life Coaching. Renée also works with Dr. Deborah Gordon to motivate patients at Northwest Memory Center. For eight years she has worked with La Clinica employees, helping them understand core strengths and communicate better. Since 1998, Renée has facilitated and staffed over 100 personal growth weekends locally and across the US, in South Africa, and the UK for a variety of non-profits, including Woman Within and Wings Seminars.



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Jessica Wakefield has been providing Leadership Development training and for over 15 years, working with DISC, character strengths, accountability, communication, teambuilding, personal safety, customer service, goal setting, and presentation skills. In her role as Learning & Development Manager at La Clinica, she developed a three-day training focusing on the unwritten norms and skills needed to navigate La Clinica's culture, which is now given entirely on Zoom. Jessica has Master of Arts in Leadership Development from Bellevue University, and a Bachelor Degree in Psychology, Social Sciences from PSU.