

**WORKSHOPS
THAT WORK**



COURAGEOUS CONVERSATIONS

TACKLING TOUGH TALKS

EVERY CONVERSATION DOESN'T HAVE TO BE DIFFICULT

Good conversations are a necessary part of working well and living well with others. The problem is that much of our communication is ineffective, especially when it comes to tough topics. We get overwhelmed, or it may seem like every discussion is difficult or feels like a confrontation. We often think “confrontations” equal “conflict,” so we avoid communicating altogether. And it’s time to dispel that myth. Learn how to fight the fear and have courageous conversations.



Confront ≠ Conflict

Learn the various reasons why we avoid having certain types of conversations.



Fight the Fear

Understand why it is important and beneficial to have uncomfortable or difficult conversations.



Talk It Out

Gain practical tools and skills to navigate future conversations successfully.



ABOUT YOUR INSTRUCTOR:

Tiffany Olson earned a B.S. and M.S. in Communication at Illinois State University. Over the last twenty+ years, Tiffany has taught communication courses at the college-level and now focuses her attention on corporate clients, helping them hone their skills through workshops and one-on-one coaching.

PRAISE FROM PAST ATTENDEES:

“I used to dread having to talk to my employees. Tiffany gave me the tools to be confident and helped me to see those conversations as an opportunity for positive growth. I have a whole new perspective on those interactions.”