

# COVEY'S

## NAVIGATING DIFFICULT CONVERSATIONS



May 9, 2025 8:30am-10:30am

Side-stepping difficult conversations can trap a team in unresolved problems, strained relationships, and missed chances for growth, which blocks progress and cultivates a lack of trust. But many people avoid difficult conversations or handle them poorly because they're afraid to address uncomfortable issues and feel unprepared to respond to the emotional reactions that inevitably arise.

This course will take a targeted approach to helping learners manage emotional tension and conduct conversations in a way that enables all parties to stay engaged in collaborative dialogue. Learners will shift their mindset from fearing and avoiding difficult conversations to seeing them as a way to make progress on important issues.

### Participants will learn to:

- Create a strong foundation for difficult conversations by setting a clear and collaborative tone that balances their own and other's needs.
- Understand that emotional reactions are a natural, human response - and notice them as a signal that the conversation needs an adjustment to stay on track.
- Practice a range of tactics to respond in the moment to help everyone stay engaged and make progress.



**Dr. Todd Wangsgard** believes in the power of potential and thrives on walking beside people along their path of personal self-examination, struggle, and discovery. He has a M.B.A. in Business Administration and a Ph.D. in Leadership and Organizational Change and has been delivering Franklin Covey events to audiences for over 25 years. Dr. Wangsgard has researched and published doctoral work on mentoring and coaching, helping to design proven practices for developing leaders.

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