

2004/2005 Leadership Series[®]

SEVEN days in Denver...

EXECUTIVE
FORUM

Confrontation

Joseph Grenny • November 17, 2004 • 8:30 - 11:30 a.m.

Confront Tough Situations

Behind the problems that routinely plague organizations and families, you'll find individuals who are either unwilling or unable to deal with failed promises. Others have broken rules, missed deadlines, failed to live up to commitments, or just plain behaved badly - and nobody steps up to the issue. Or they do, but do a POOR job and create a completely new set of problems. Crucial Confrontations teaches you how to deal with violated expectations in a way that solves the problem at hand, and doesn't harm the relationship - and in fact, even strengthens it.

SPEAKER BACKGROUND

- Co-founder of California Computer Corporation and Unitus (a nonprofit organization that helps the third-world poor achieve economic self-reliance)
- Designed and delivered culture change initiatives for numerous clients
- Co-author of *New York Times* and *Wall Street Journal* best-seller, *Crucial Conversations: Tools for Talking When Stakes Are High* and soon to be released *Crucial Confrontations*
- Degree in international relations from Brigham Young University



LEADERSHIP COMPETENCIES

Gain skills and enhance the following capabilities:

COMMUNICATION

- Interpersonal Relations: Relates well to all kinds of people - up, down, sideways, and inside and outside the organization. Has candid discussions. Diffuses high-tension situations comfortably.

PEOPLE LEADERSHIP

- Managerial Courage: Refrains from holding back on things that need to be said. Faces up to problems regardless of the person or situation. Deals with violated expectations in a way that solves the problem at hand and doesn't harm the relationship. Refrains from giving up before finishing a necessary conversation, especially in the face of resistance and setbacks.
- Peer Relations: Represents personal interests and opinions while maintaining fairness to the interests and opinions of others.

PROBLEM SOLVING

- Conflict Management: Steps up to conflicts without being seen as overly assertive or aggressive. Views differing opinions and disagreements as opportunities.
- Confronting Direct Reports and Peers: Does not allow problems to go unaddressed. Deals with problem direct reports firmly and in a timely manner. Delivers negative messages to direct reports, peers, and supervisors in a comfortable and effective manner. Possesses skills to strengthen relationship through handling confrontations well.

...that will challenge your thinking.