



MASTERING TOUGH CONVERSATIONS:  
COMMUNICATE BEST WHEN IT MATTERS MOST  
with Neil Staker  
\$395 (US) per person

VIRTUAL SESSION (3-HOUR)

## MASTERING TOUGH CONVERSATIONS: COMMUNICATE BEST WHEN IT MATTERS MOST

The way we individually and collectively engage in difficult discussions significantly influences our outcomes and relationships. Unfortunately, we often falter precisely when it matters most. We might resort to avoidance, subtle hints, sarcasm, or venting, which ultimately leads to deteriorating relationships and unresolved issues. Conversely, individuals and teams that communicate effectively about challenging topics tend to be agile, productive, and fulfilled.

This program is both practical and engaging. You will discover why many common strategies fail in tough situations and gain valuable insights into what truly works. Numerous opportunities for practice will ensure that the skills you acquire translate into tangible improvements in your work environment. Fun, interactive, and highly engaging, this program leverages solid social science to make actionable changes.

### NEIL STAKER

Neil Staker is the president and founder of Collaborant. He has a Masters of Organizational Behavior degree from BYU and a quarter of a century of experience in organizational development. Neil is known for his clear, approachable, and interactive speaking style. He has taught communication skills to thousands of people including leaders from American Express, Symantec, Cerner, UMB Financial, and Monsanto.

# TOPICS COVERED

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## FOUNDATIONS OF EFFECTIVE COMMUNICATION

IDENTIFY COMMON COMMUNICATION PITFALLS AND WHY THEY FAIL IN HIGH-STAKES SITUATIONS.  
UNDERSTAND HOW CLEAR, DIRECT COMMUNICATION STRENGTHENS RELATIONSHIPS AND PRODUCTIVITY.  
RECOGNIZE YOUR COMMUNICATION STRENGTHS AND AREAS FOR IMPROVEMENT.

## NAVIGATING CONFLICT WITH CONFIDENCE

SPOT EARLY SIGNS OF CONFLICT AND UNPRODUCTIVE RESPONSES BEFORE THEY ESCALATE.  
LEARN STRATEGIES TO ADDRESS DISAGREEMENTS CONSTRUCTIVELY RATHER THAN AVOIDING OR ESCALATING THEM.  
DEVELOP TECHNIQUES TO REMAIN CALM, FOCUSED, AND SOLUTION-ORIENTED IN TOUGH CONVERSATIONS.

## GIVING AND RECEIVING FEEDBACK EFFECTIVELY

PROVIDE FEEDBACK IN WAYS THAT ENCOURAGE ACTION AND REDUCE DEFENSIVENESS.  
RECEIVE CONSTRUCTIVE CRITICISM WITH AN OPEN MIND AND A GROWTH MINDSET.  
USE FEEDBACK AS A TOOL TO IMPROVE COLLABORATION AND STRENGTHEN RELATIONSHIPS.

## PUTTING IT INTO PRACTICE

ENGAGE IN INTERACTIVE EXERCISES TO APPLY NEW SKILLS IN REAL-WORLD SCENARIOS.  
BREAK INEFFECTIVE COMMUNICATION HABITS AND REPLACE THEM WITH PRODUCTIVE STRATEGIES.  
DEVELOP A PERSONAL ACTION PLAN TO ENHANCE YOUR COMMUNICATION IN EVERYDAY SITUATIONS.

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