



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.

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