



## POWERFUL TOOLS FOR HANDLING WORKPLACE CHALLENGES AND TOUGH CONVERSATIONS.

with Karin Hurt and David Dye

\$395 (US) per person

VIRTUAL SESSION (3-HOUR)

# POWERFUL TOOLS FOR HANDLING WORKPLACE CHALLENGES AND TOUGH CONVERSATIONS.

---

In a high-pressure environment, it's easy for a simple conversation to ignite into a full-blown conflict. But what if you could diffuse the tension before it escalates? Unlock the power of care-filled words to enhance your credibility, navigate sensitive topics, and establish your reputation as a highly skilled communicator.

This highly interactive program is based on Karin Hurt and David Dye's new book: *Powerful Phrase for Dealing With Workplace Conflict: What to Say Next to De-Stress the Workday, Build Collaboration, and Calm Difficult Customers.*

## KARIN HURT AND DAVID DYE

---

Karin Hurt and David Dye help human-centered leaders find clarity in uncertainty, drive innovation, and achieve breakthrough results. They're the CEO and President of Let's Grow Leaders, a global leadership development firm known for practical tools and leadership development that stick, and the authors of several award winning books including *Winning Well: A Manager's Guide to Getting Results-Without Losing Your Soul* and *Courageous Cultures: How to Build Teams of Micro-Innovators, Problem Solvers and Customer Advocates.*

# TOPICS COVERED

---

## WHY YOUR VOICE MATTERS MORE THAN EVER

CONFLICT COCKTAILS: INSIGHTS FROM NEW RESEARCH ON WORKPLACE CONFLICT AND COLLABORATION  
GOOD CONFLICT: HOW PRODUCTIVE CONFLICT DRIVES INNOVATION AND BETTER OUTCOMES  
HOW TO START THE CONVERSATION YOU MIGHT RATHER AVOID

## 4 DIMENSIONS OF PRODUCTIVE CONFLICT

CONNECTION, CLARITY, CURIOSITY, COMMITMENT  
12 G.O.A.T. POWERFUL PHRASES TO NAVIGATE TRICKY CONVERSATIONS

## HOW TO DE-ESCALATE CHALLENGING CONVERSATIONS

DEALING WITH DIFFICULT PEOPLE (EVEN YOUR BOSS)  
NAVIGATING HIGHLY SENSITIVE CONVERSATIONS

FOR REGISTRATION PLEASE CONTACT: **Stacey Schroeder** - IMS Regional Director - Cleveland  
Phone: **+1 (248) 910-5222** Email: [cleveland@ims-online.com](mailto:cleveland@ims-online.com) Website:  
<https://ims-online.com/leadership-development/Cleveland/8>