

Making Tough Conversations Great

Presented by Volunteer Victoria

Thursday, January 20, 2011

9:00 a.m. — 12:00 p.m.
with facilitator Julia Menard

About the workshop:

We can't escape tough conversations at work - whether it's telling a volunteer their performance is not up to snuff, a colleague that their actions have adversely affected us, or a boss that we just can't juggle that "one more thing" anymore. There's a lot of risk involved in those conversations and how we deal with them can really land us in hot water. No wonder many of us would rather have a root canal than a tough conversation!

In this workshop, you will be invited to bring an upcoming tough conversation (if you have one) to a safe environment to identify what works and what doesn't. You will be given tools to help you prepare to engage in those tough conversations when you return to work.

You will:

- * Learn a framework to enhance any tough conversation
- * Identify the best intentions you have for your tough conversation
- * Uncover barriers which might be in your way of having a great conversation
- * Apply behavioral language to frame your issues
- * Clarify underlying needs
- * Think through possible options and alternatives to agreement

About the trainer:

Facilitator Julia Menard started her career as a Coordinator of Volunteers, then was a consultant to other volunteer managers. Since 1993, she's mediated neighbourhood, civil claims and victim-offender disputes. Julia now specializes in helping teams and managers engage workplace conflict constructively. Since 1998, Julia has been on faculty at the Centre for Conflict Resolution at the Justice Institute and has coached 100's of people in engaging their tough conversations. For more info on Julia, or to subscribe to her monthly e-newsletter on conflict resolution with self, others and our environment, check out her website at <http://www.juliamenard.com>.

How to register:

Email volvic@volunteervictoria.bc.ca with your name and agency contact information. Follow up to secure your seat before the workshop with cash or cheque (payable to "Volunteer Victoria") to 306-620 View Street, Victoria, BC V8W 1J6. Visa and Mastercard payments are also accepted. (*Note: Refunds not given after January 13, 2011.*)

Location & Pricing:

University of Victoria's Cadboro Commons Conference Centre, Victoria
\$79 early-bird rate for Volunteer Victoria members if registered by December 24, 2010
\$99 for non-members or Volunteer Victoria members if registered after December 24, 2010

Questions?

volvic@volunteervictoria.bc.ca / 250-386-2269 / www.volunteervictoria.bc.ca

