

Leadership is an Intervention: Managing Critical Conversations

Starts January 22, 2024 1:00—1:45 pm

Webinar Series: 7 Sessions

If you've been a leader for more than five minutes you know that people problems are the biggest problems. Leaders have an obligation to confront unwanted behavior that crushes productivity, destroys morale and can push your best people out the door. Jammed with proven ideas, words and methods, this program delivers actionable tactics to reduce stress & conflict between leaders and employees. Discover how to effectively deal with conflict. Confront people with courage. This practical and enjoyable program blends real world solutions, with insight, clarity and wit. Specific words and phrases you should and shouldn't use. Learn how to confront bosses when they demonstrate unwanted behavior.

Instructor: John Graci, Graci Leadership Solutions

Who Should Attend: Leaders who want to become more assertive in approaching unwanted behavior

PROGRAM HIGHLIGHTS:

- If you are not coaching - you are allowing it!
- You work for the job - the job does not work for you!
- People do not change unless the reward or consequence is great enough!
- To be unclear with a team member is to be unkind to the team member!
- You can't solve - you can't fix what you do not understand!

PROGRAM TAKEAWAYS:

- Approach team member about the problem behavior in a way that minimizes accusations, hostility, & defensiveness!
- Ways to repair damaged relationships - at work, at home, with anyone!
- Meet conflict and disagreement head - on and reach a mutual understanding
- What it takes to keep your own cool - and prevent others from losing theirs!
- Coach the team member - so there's no chance of misunderstanding

Registration Fees Cover All 7 Sessions

*Each session will be recorded and available on demand to registrants. Handouts will be provided prior to each session.

*Each session is 45 minutes, Held from 1:00—1:45 pm central or On-Demand once the recording is available.

January 22, 2024

◆ **Session 1 – Confronting Problem Team Members**

Learn down-to-earth tactics to derail problem behavior
Address the issue directly and focus on behavior

January 29, 2024

◆ **Session 2 – Coaching Team Members Through Mistakes**

Identify the main reasons team members do not perform as expected
Offer constructive feedback

February 5, 2024

◆ **Session 3 – Disarming Annoying Behaviors**

How to meet conflict and disagreement head on
Ways to repair damaged relationships

February 12, 2024

◆ **Session 4 – Communicating Hot Buttons**

Create a shared understanding of what is expected
Hold team members accountable

February 26, 2024

◆ **Session 5 – Dealing with Change Resistance**

Communicate unpopular changes
Learn a method to confront team members resisting change

March 4, 2024

◆ **Session 6 – Conducting Performance Discussions**

Getting team members involved
Learn a technique where you listen, and team members do all the talking

March 11, 2024

◆ **Session 7 – Resolving the Most Difficult Situations in the Workplace**

Addressing the most common situations leaders will be asked to resolve
Balancing the most difficult situations with tact and diplomacy

Continuing Education: Contact Hours: 5.25

Application is being made to the following agencies: SHRM, MN Board of Nursing, MN Board of Social Work, SHRM, MN BELTS&S, & MN Board of Pharmacy. The # of CEU's will be indicated on the certificate of attendance provided to each participant who attends the session. To check on final hours awarded, please contact the Medi-Sota office.

Registration Fees

Medi-Sota Members: \$90/person

Non-Medi-Sota Members: \$300/person

Group Discounts: First 4 people pay Full Tuition, 5-10 pay 50% Discount, and then 10+ 75% Discount

Register [HERE](#)

Prior to the program, you will receive an email with course & connection information. Registration Deadline: January 19, 2024.

If you should have any questions contact

Jennifer Gearman at 320-769-2269 or at jgearman@medi-sota.org

Medi-Sota, Serving Rural Health Care

Cancellations must be made no later than 10 business days prior to the start of the course. The full course fee will be charged if cancellation is made in less than 10 business days. Full refunds will be given for all classes cancelled by Medi-Sota. Registration is transferable to another person.