

## Program Title: Sticky Conversations

### Description

Uncover strategies to effectively communicate with others. During this session, practice actions and behaviors that can reduce frustration and lead to more authentic, less emotional conversations.

### Highlights:

Addressing difficult topics, interacting with those we deem, “difficult”, can lead to stress in the workplace. During this session participants will be reminded to simple, straightforward actions that can help reduce stress and increase effectiveness, resulting in fewer “sticky” conversations.

### Learning Objectives:

- Identify the factors that make conversations sticky
- Exploring the voices that interfere: Villain Victim, Hero
- Master Your Story, Focus on the Outcome
- Practice using I Statements
- Use the ILets Model to reframe the conversation
- Plan your “Sticky” Conversation

<b>Required Knowledge, if any:</b>	None
<b>Who Should Attend?</b>	Anyone
<b>Advanced Prep, if any:</b>	None
<b>Level:</b>	Any