

Critical Conversations - When Keeping It Real Goes Wrong

Managing confrontations is a natural part of maturing, surviving, and maintaining sanity. We all must learn when to discuss difficult subjects, touchy issues, including problematic employee behavior. In federal service and especially at State, we all too often avoid such conversations until it is late. Later, what could have been a critical conversation becomes a catastrophic conversation, often followed by an EEO complaint. This interactive session focuses first on the four key elements of a critical conversation: motivation, behavior, proportionality, and effect. An interactive role play follows to help demonstrate the elements and complete the learning.