



Keynote: “Navigating Difficult Conversations”

The first afternoon of the Professional Institute is to help participants up their game in people management, dealing with difficult relationships, handling resistance to change, and working collaboratively across departments.

Difficult conversations are at the heart of our work as Federation professionals, whether internally with colleagues, with donors and volunteers, with partner agencies and others we encounter in our work lives. Debbie Goldstein from [Triad Consulting](#) will help us understand why some of our most important conversations are so hard, examine the common mistakes we all make and offer a step-by-step method for handling them with less anxiety and better results. Triad is a leading consulting firm founded by members of the [Harvard Negotiation Project](#) who authored the best-selling book, [Difficult Conversations: How to Discuss What Matters Most](#).

Difficult Conversations Breakout Sessions:

The keynote will be followed by intensive interactive workshops enabling each participant to have a high-quality sophisticated leadership development experience. Each workshop will be full of practical tools.

Breakout 1: Managing Difficult Conversations

Everyone has difficult conversations—those conversations that keep you up at night, or that you wish you could avoid or outsource. The ability to navigate these conversations are core competencies for any growing leader. Tailored to face the kinds of conversations you find challenging, be it with a donor, a volunteer, a colleague, or a partner agency, this highly interactive session will offer immediately applicable frameworks, concept and tools to help navigate these conversations more effectively and with less anxiety.

Breakout 2: Influencing in the Face of Resistance

We are influencing all of the time. Anytime we need to get someone on board with an initiative or to get their support financial or otherwise, we are influencing. This interactive session will introduce the ‘influence equation’ to show that the key to influence is to focus on determining what is causing the other side to resist rather than to speak more persuasively and figure out how to push the information more skillfully, and hope they get on board. Using your live examples, we will spend time understanding how to understand and lower their resistance so that we can increase our influence.

Breakout 3: Effective Feedback Conversations

We swim in a sea of feedback. We are giving it all of the time. Or should be. The problem is that we're often not doing it in a way that the recipient will best hear and implement it. This highly applied session will focus on how to give feedback in a much more recipient-focused way. We'll also spend time helping hone your muscle of receiving feedback for a few reasons: 1) you will learn about yourself, 2) you will role model the behavior you want others to employ and 3) the more thoughtful and experienced you are at *receiving* feedback positions you to become a better giver. In this session, you'll prepare for and practice real feedback conversations you need to have.