

Facing Challenging Conversations on Camera

Challenging conversations either build trust or tear it down. They're called challenging for a reason. In this session, you'll explore the ingredients to a successful outcome: self-reflection, careful planning, live practice, and applying emotional intelligence. You have one shot to get this right.



CEUs:

0.2 (2 hours)

HRCI Credits:

2 HR (General)

SHRM:

2 PDCs

Learning Objectives:

- Determine whether a difficult conversation is worth having, and if so, how and when.
- Differentiate between positions and interests.
- Prepare and practice a challenging conversation in a virtual platform.

Learning Options:

- Live Online plus On Demand training

Who Should Attend:

- Leaders managing remote and hybrid teams that include employees who work from home, in multiple locations, time zones, and/or shifts.

Learn. Grow. Succeed.

Delivery options include learning at MRA, at your location, or online. Contact MRA to explore how this program may be customized to your unique individual and team training needs.



www.mranet.org

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Course Outline

- **Understand how body language is different in a virtual environment and how it affects remote/hybrid teams**
 - ◆ First impressions, making connections, and adding impact
- **Review communication and listening techniques that you can use to elevate your interactions**
- **Practice a process for facing difficult conversations virtually**
 - ◆ Asking questions
 - ◆ Analyzing different perspectives
 - ◆ Avoiding common pitfalls



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