



The Office for Postdoctoral Scholars
The Graduate School of Biomedical Sciences

Present a Professional Development Seminar

Handling Difficult Professional Conversations

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Relationships in the research arena can be challenging. When sensitive or difficult conversations arise, you want to approach them appropriately to optimize your chances of a successful exchange, and react professionally if things turn sour. Learn from an expert in communication and conflict resolution why difficult conversations go wrong and how to prepare for a productive exchange. In this interactive session you will dissect scenarios that may occur in a research setting, and learn strategies for handling similar cases.

In this workshop you will:

- * Learn how to diagnose difficult professional relationships and situations.
- * Dissect difficult conversations that may arise in a research setting involving you, colleagues, and/or your advisor/PI.
- * Learn about different communication styles, and identify your own.
- * Learn the importance of body language and Emotional Intelligence.
- * Learn strategies for communicating with difficult bosses.

REGISTRATION IS REQUIRED

\$15 pre-registration (closes April 6)

\$25 late or day-of registration

Fee covers cost of lunch

Saturday, April 12, 2014

10:00 a.m. to 3:00 p.m.

Faculty Conference Room

Contact: ops@umassmed.edu for more information