Handling Difficult Professional Conversations

Nancy Friedman, M.B.A.

Principal, Next Step Coaching and Consulting, LLC

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