DIFFICULT CONVERSATIONS Workshop

SAY THE HARD THING. KEEP THE RELATIONSHIP.

HALF-DAY WORKSHOP • 3 HOURS

WORKSHOP DESCRIPTION

There is a conversation you've been putting off.

You know the one. You've rehearsed it in your head a dozen times. You've talked yourself out of it just as many. And the longer you wait, the more expensive the silence gets. For the relationship. For the team. For the culture.

Most people don't avoid hard conversations because they don't care. They avoid them because they're afraid of making things worse. So they stay quiet, and the problem grows anyway.

What's missing is a clear path and the courage to take it. This workshop builds both.

Justin Patton gives participants the STEAM model (Safety, Truth, Explore, Acknowledge, Mutual Agreement), a practical framework for entering hard conversations with the right mindset, saying what needs to be said with candor and care, and walking away with the relationship stronger than when they started. Then they practice it, out loud, on the real conversations they've been avoiding.

Because the goal was never to win the conversation. **It was to keep the relationship.**





WHAT PARTICIPANTS WILL PRACTICE

- Shift from a battlefield mindset to a learning mindset so you walk in curious instead of defensive
- Use the STEAM model to move a hard conversation from the first sentence to a mutual agreement
- Say the hard thing with candor and care, and get real-time feedback
- Keep the conversation moving when the other person gets emotional or defensive
- Build a plan for the real conversation you've been putting off

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WORKSHOP DETAILS

TIMING
Half-day workshop. Three hours + breaks.

DELIVERY METHOD
In person or virtual

MATERIALS
A workbook and a personalized Trust Audit for every attendee.

PARTICIPANTS LEAVE WITH
A conversation plan for the real conversation they've been putting off.

PROGRAM BEST USED WHEN

- You want leaders to take on tough conversations in a way that keeps trust intact
- You want people at every level to become clearer, more courageous communicators
- Feedback is getting softened, delayed, or skipped, and problems are lingering longer than they should
- Your team is quiet in meetings and talking in the hallway
- You're bringing together leaders from across your community and need a program that resonates with everyone and applies right away







WHAT CLIENTS ARE SAYING

"Justin did a terrific job getting people to step outside their comfort zone, share ideas, and facilitate a really effective discussion."

JOE GREENBERG, *VP & General Manager at Anthem Blue Cross Blue Shield*

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