



Image
Coming
Soon

Making Your Organization's Unspoken

Start Date: 11/15/2017 8:00 AM

End Date: 11/15/2017 10:00 AM

Making Your Organization's Unspoken Conversations Spoken Wednesday, November 15, 2017 7:30 - 8:00: Registration & Networking 8:00 - 10:00: Program Location: NYSUT Conference Center, 30 North Union Street, Rochester, NY 14607 This program is hosted by GVC SHRM! This program has been pre-approved for 2 Professional Development Credits by the Society for Human Resources Management and 2 HR (General) recertification credits by the HR Certification Institute. Even though millions of workplace conversations take place every business day, there are many conversations that need to happen, but often don't. These "unspoken conversations" may be about approaching peers or other managers about things they're doing or not doing; making it safe for employees to admit mistakes; getting cooperation from other departments; or giving feedback to your boss safely. In addition, even though many managers want to deliver ongoing performance coaching, they often don't. They cite not having enough time, and fear that coaching will lead to lengthy discussions, taking time away from the job. The consequences of unspoken conversations include missed opportunities to make improvements and solve problems earlier, reduced manager and employee collaboration and performance, and lower organizational productivity. Many conversations remain unspoken because safety, comfort levels, and productive work relationships are missing along with effective, mutually-beneficial skills. We often fear, and don't know how, to have these conversations. This program will provide a process to increase safety and comfort levels, and demonstrate several brief coaching and communication skills. It will be conducted in an interactive format using brief presentations and group input; learning materials will be provided. By the end of this session, participants will:

- Learn one or more skills to deliver brief, ongoing performance coaching.
- Have a process to make workplace conversations safer, more comfortable, and more likely to occur.
- Learn how to safely provide feedback to your boss.
- Understand the most important reasons why needed workplace conversations don't occur.

About our Speaker: Ross Blake is a senior level trainer with more than 25 years of experience in helping managers conduct more effective conversations at work, including performance feedback and coaching, conflict resolution, and team building. Ross is also a consultant, and the author of *How to Give Employees Performance Feedback & Resolve Resistance*. Daniel H. Pink, the Wall Street Journal and New York Times best-selling author, and Julie O'Mara, a past National President of ASTD (now ATD), endorsed the book. His clients have included Blair Direct Apparel Division of Orchard Brands; Corning Incorporated; Hood Dairy Foods; Northwest Bank; UPSCO, Inc.; US Social Security Administration, Yancey's Fancy, and others. He is a graduate of Ohio University. He has spoken before a number of human relations and business groups, and was a presenter at both the New York and Pennsylvania State SHRM Annual Conferences. PRICING: GVC SHRM Member: \$30 Non-Members: \$40 Member in

Location(s)

NYSUT Conference
Center, 30 North Union
Street, Rochester, NY
14607