

Dealing with Difficult Conversations

Learn skills you can use right away!



In light of recent developments with COVID-19, this program has been postponed.



Legal Education
Society of Alberta

Register online [LESA.org/dwdc](https://www.lesa.org/dwdc)

Dealing with Difficult Conversations

[POSTPONED]

EDMONTON

Aspen Conference Centre
4th Floor, Bell Tower
10104 - 103 Avenue NW

9:00 AM – 12:00 PM

[LESA.org/dwdc](https://lesa.org/dwdc)

Learn practical techniques for managing emotionally charged situations and moving in a productive direction, even when there is disagreement. Employ a process that will leave you feeling more comfortable and equipped to manage your difficult conversations.

TOPICS

- Learn strategies for diffusing heated situations
- Discover what not to do when emotions get involved
- Understand how to prevent misunderstandings
- Respond more effectively when you feel attacked
- Learn practical techniques for getting derailed conversations back on track
- Address conflict more confidently



INSTRUCTOR

Karmen Masson, LL.B., CEC | Professional Coach & Consultant

Karmen is a Certified Executive Coach and leadership consultant who helps people and organizations have more effective interactions and build stronger relationships at work. Karmen enjoys sharing her experience and best practices, and empowering others to turn their tough conversations into productive ones.

REGISTER ONLINE [LESA.org/dwdc](https://lesa.org/dwdc)

Early Bird: **\$265 + GST** (Register by **February 18, 2020**); Regular: **\$295 + GST**

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