

# Managing Across: Having Accountability Conversations with Colleagues and Customers

Workshop for Faculty and Staff

**What does it cost you when you....**

**Don't hold a colleague or customer accountable for a commitment?**

**Don't speak up about someone taking credit for your work?**

**Are forced to take sides in a conflict between co-workers?**

## **What past participants have said about this program:**

*"Understanding how we can change our negative reactions was powerful and insightful!"*

*"The practice conversations really helped me to identify unproductive habits and behaviors and to communicate differently."*

*"I loved your calmness and how easily you can teach others to be calm during difficult conversations."*

When you're not holding co-workers and customers accountable, it costs you in terms of lost productivity, low morale, and unresolved conflict. When you do bring up challenging issues and resolve them thoroughly without getting angry or anxious, your stress decreases and productivity accelerates. This interactive workshop helps you develop a confident communication style for setting healthy boundaries and being known as a team player. Participants will learn and practice specific tools to use on the job immediately including how to:

- Work effectively with people who have a different communication style from their own.
- Identify negative judgments of colleagues that reduce their ability to completely resolve work issues.
- Use a four-step formula for delivering and receiving behavioral feedback and making requests.
- Disagree without being defensive, angry, or afraid.
- Facilitate a conversation to help two colleagues resolve a disagreement or conflict.

**Thursday  
May 12, 2011**

**8:30 am – 4:30 pm**

**University Center  
Room 312**

There will be an hour break for lunch on your own.

## **About the Instructor...**

Suzanne Kryder owns a neuroleadership training company in Washington, DC that blends leadership development with an understanding of how the mind works. Her doctorate is in health education with a minor in organizational behavior from the University of New Mexico. She trains and coaches academic, nonprofit, and federal leaders how to have more effective accountability conversations.

**Register on the web by May 4<sup>th</sup> at: [www.umbc.edu/training](http://www.umbc.edu/training)**

Spaces are limited and pre-registration is required.



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