



Keynote: No-Drama Conversations

In work (and life) conflict is inevitable - we must confront differences in work styles, goals, methods, power dynamics and more. Managers must address performance issues, colleagues must figure out how best to work together. These situations call for having critical conversations. Yet, most of us avoid initiating and engaging in difficult conversations.

In this enlightening presentation, consultant, author and executive educator Marlene Chism brings real-world stories about the effects of avoidance, and the ten signs you might be an avoider. Marlene will identify the four patterns of non-productive conversation, the three real reasons managers avoid difficult performance conversations and the two common patterns most people resort to when conversations become difficult. Finally, you will understand why communication is now a critical skill and not just a soft skill.

About Marlene Chism

Marlene Chism is *the* leading authority on stopping workplace drama. She works with executives to improve leadership effectiveness and transform workplace cultures. She is the author of three commercially published books: *Stop Workplace Drama* (Wiley 2011), *No-Drama Leadership* (Bibliomotion 2015), and *Stop Drama in Your Healthcare Practice* (Greenbranch 2018).

In addition, Marlene is a featured expert on the Linked In Learning Global platform offering two programs: Anger Management, and Difficult Conversations.

Marlene's areas of expertise include leadership development, strategic communication skills, and stopping workplace drama. Marlene's message of personal responsibility, accountability, and alignment is making its way around the globe at leadership academy's corporate retreats, association meetings and the LinkedIn/Lynda.com global learning platform.

To learn more about Marlene visit www.marlenechism.com