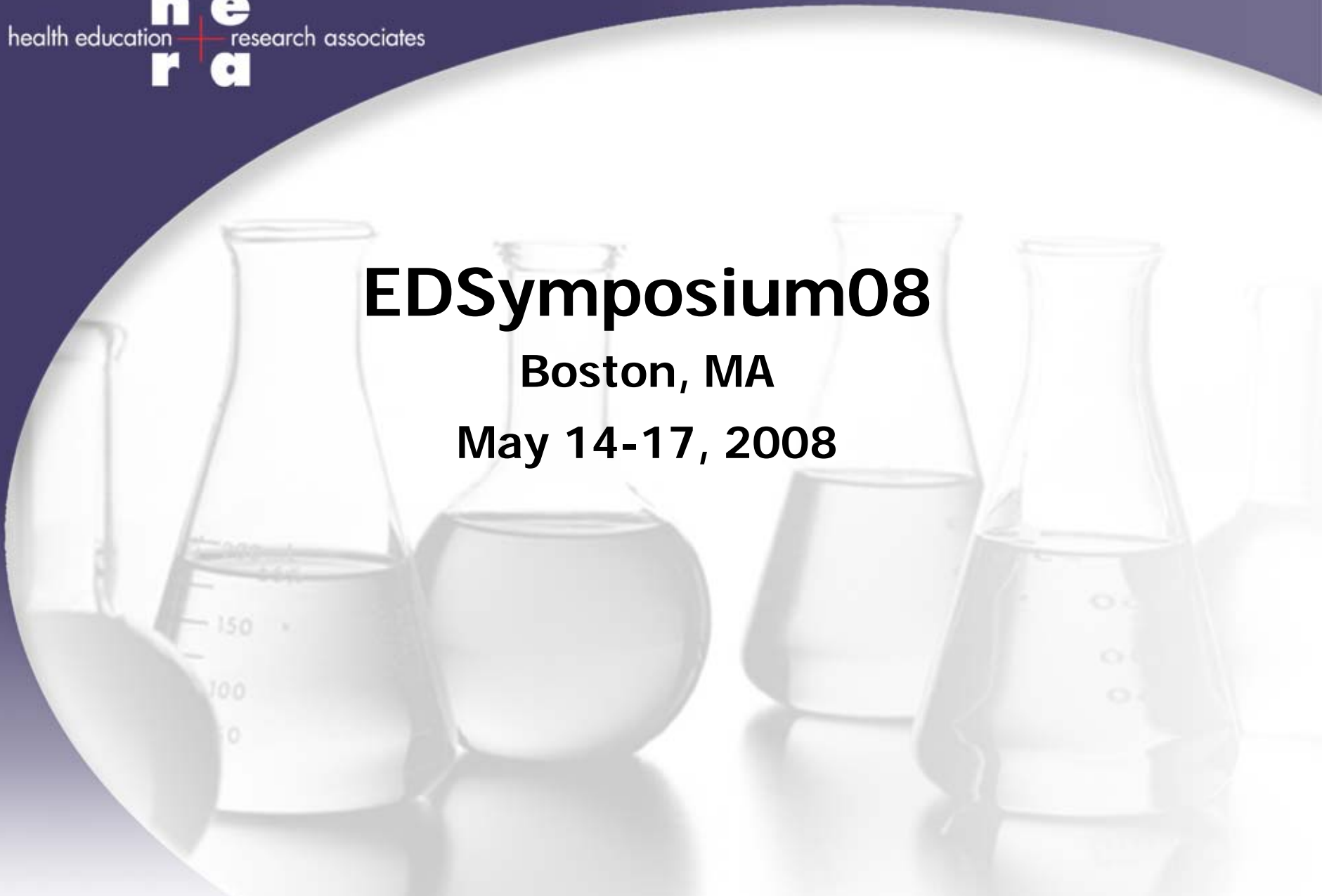


EDSymposium08

Boston, MA

May 14-17, 2008



EDSymposium08

- Networking with peers
- Networking with Principal and Associate level non-architects
- Exposure to industry best practices
- Education on a variety of topics
- PEG
- Annual Meeting Session
 - Chapter Delegate

Managing the Difficult Employee

Reagan Wilkins Oden

Littler Mendelson, P.C. – National Employment and Labor Law Firm

- Spotting Legal Issues
- Identifying Performance Concerns
- Maintaining Accurate and Complete Documentation
- Methods for Addressing Poor Performance
- Termination
- Case Studies

The Hard Talk; Tools for Crucial Conversations

Sandy Blaha

Sandy Blaha Performance Consulting

What is a Crucial Conversation?

- Opinions Vary
- Stakes Are High
- Emotions Run Strong

The Hard Talk; Tools for Crucial Conversations

How do we handle crucial conversations?

- Avoid them
- Face them and handle them poorly
- Face them and handle them well

The Hard Talk; Tools for Crucial Conversations

- During a “crucial conversation” our brains flood with hormones
- Training yourself to recognize your personal responses and skill set deficiencies can help you be better prepared
- Enter a crucial conversation only after you know what you want

The Hard Talk; Tools for Crucial Conversations

- The facts you witness vs. the story you tell yourself about the facts
 - See and Hear the Facts
 - Tell a Story
 - Feel
 - Act
- Identify Where You are Stuck
- Identify Where Your Organization is Stuck

The Hard Talk; Tools for Crucial Conversations

The measure of success is not whether you have a tough problem to deal with, but whether it is the same problem you had last year.

John Foster Dulles

Crucial Conversations Skills ROI

- Handle High Stakes Conversations Well
- Respected and Influential
- Control and Ease (over time)
- The Skills are Identifiable, Learnable, and Repeatable

Why It Works

- You give up the goal of convincing others or staying silent to avoid conflict
- Focus instead on creating shared meaning of the Issue at hand
- You take responsibility for getting all of the viewpoints on the table safely
- You are working on you

Left Hand-Right Hand Exercise

What you were thinking

What was said

Crucial Conversations

Tools for talking when stakes are high

By Carrie Patterson, Joseph Grenny, Ron
McMillan, and Al Switzler