



# Leadership Academy webinar

Feb. 23, 2021  
10-11:30 a.m. (CT)

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## Difficult Conversations DON'T HAVE TO BE DIFFICULT!

How we approach and navigate a difficult conversation sets the tone and impacts the outcome. In this session, we will discuss principles and best practices that, when implemented, will turn difficult into welcomed.

Participants will be equipped with tools and confidence to embrace their next difficult conversation and see it as an opportunity to learn, grow and build strong and long-lasting relationships. The format of the session will be engaging, interactive and fun!

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### PRESENTER: CARMEN SCHWAB

Carmen is passionate about people and creating strong and connected teams, clients, communities and relationships. Her passion is communicated through her fun, engaging and interactive style. There are a variety of principles Carmen incorporates into her training, but they all tie back to communication, verbal or non-verbal — something we do 70%-80% of our waking day.

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### REGISTER TODAY!

**Limit of 250 attendees**

Spots available on a first-come, first-served basis.

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### TO REGISTER VISIT:

<https://attendee.gotowebinar.com/register/5369552307852684300>

After registering, you will receive a confirmation email containing information about joining the webinar.

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