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The King County Non-Profit Staff Development Coalition Project (NPSDC) *presents ...*

## CREATIVE CONVERSATIONS IN LEADERSHIP:

*“Talking So People Will Listen and Listening So People Will Talk”*

Thursday | August 9, 2006 | 9:00 am – 4:30 pm

Location: Safeco South Jackson Street Center | 306 23rd Ave. S., Suite 200 | Seattle WA 98144

You will achieve dramatic results throughout your agency if you have excellent people skills. Success depends upon the ability to speak so that others will listen and, the ability to listen in ways that enable them to trust you and tell you what you need to know. Successful leaders were not born with these abilities. They have acquired them over time with good training.

**No matter what your current comfort and skill level, you can become a more effective communicator and leader during this interactive, educational, and entertaining workshop.**

Through discussion, break-out sessions, improvisational exercises, role-play, and practice, you will gain greater awareness of your skills, preferences, and challenges as well as insights, tools and techniques to help you continue to develop and strengthen your skills. You will learn and practice techniques you can use immediately to get better results at all levels of your organization and to help your staff work together more effectively, creatively, and enthusiastically.

### **PARTICIPANTS WILL:**

#### **Enhance their ability to**

- Express themselves clearly, directly, respectfully, and honestly.
- Speak confidently, authoritatively, and persuasively.
- Encourage others to communicate their real needs and interests.
- Listen in ways that show understanding and openness to change.
- Keep conversations positive, on-track, and solution-oriented.
- Effectively coach individuals and small groups.
- Give, receive, and implement constructive feedback.
- Facilitate difficult conversations and the development of workable solutions.

#### **Learn ways to**

- Establish rapport, build trust, and develop solid professional relationships.
- Maintain environments that support cooperation, learning, and creativity.
- Build strong, collaborative, cohesive teams.
- Lead others to common ground and agreement.
- Model and elicit responsiveness, consistency, and accountability.

(This workshop has been designed for frontline staff leads, supervisory / managerial staff, program / project managers / coordinators, team leaders)

**TRAINER - SANDY BJORGEN** M.A., CPC

### **WORKSHOP FEE**

#### **Coalition Member Organization**

\$75 per participant [for 1-2 staff from member organization]  
\$65 per participant [for 3-5 staff from member organization]  
\$55 per participant [6 or more staff from member organization]

#### **Non-Member Organization**

\$100 per participant

**\* Lunch will be on your own.**

#### **Continuing Education Units/Clock Hours**

Participants can register for Highline Community College **Continuing Education Units (CEUs)**.  
The cost is \$10.00 per course. CEU forms are available at the workshop.

**Free Clock Hours available at the workshop.**

**REGISTER ONLINE TODAY !! (space is limited)**

To register online, go to: [www.learningconnections.org/coalition/workshops/august\\_9\\_2006](http://www.learningconnections.org/coalition/workshops/august_9_2006)

#### **Contact**

For more information about this workshop, contact **Anna McCain (206) 870-5908** or e-mail: [amccain@highline.edu](mailto:amccain@highline.edu)

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