

Hello!

My name is Derek Olsen, and I'll be facilitating Management and Communication Skills class originally scheduled for January 15 and now rescheduled to a virtual class session on the following dates/times:

- May 20, 2020 from 8:30 – 10:30 am & 1:00 – 3:00 pm
- May 21, 2020 from 8:30 am – 10:00 am

This session will focus on effective communication. Managerial success requires developing greater skill in listening, giving feedback, and being aware of blind spots. To prepare, identify a difficult or uncomfortable conversation you are currently facing at work. This can be defined by any of the following criteria:

- You are procrastinating, not addressing the issue directly
- A person you are avoiding
- There is disagreement
- There is lack of trust
- A complaint you have about someone
- You think talking will not make a difference

To prepare, please answer the following questions. **This is for your eyes only, and you will not have to share it, so please feel free to be candid.**

1. With whom do you need to communicate better?
2. What is important about this conversation?
3. What about this conversation is difficult for you?
4. What is the outcome you want?

Thank you in advance for taking a moment to reflect. I look forward to meeting you next month!

See you soon,

Derek Olsen  
Henley Leadership Group