



**The FGFOA Free Internet Based Webinar Series presents:
“Navigating Through Difficult Conversations”**

Thursday, February 25, 2021

2:00 p.m. – 3:40 p.m. EDT

CPE: 2 Hours TB

Field of Study: Human Resources

Presenter:

Mimi Tran, MSHRM, PHR, SHRM-CP

City of St. Cloud Human Resources Department

Overview:

Communication alone can be challenging on a normal day without adding some obstacles. How do you handle difficult conversations? Do you silently await for things to go away or are you a passionate confronting communicator? Difficult conversations start with understanding there is a need for one and ending with a solution planned. It is not a competition to determine who can prove their message is better. Learning to navigate through difficult conversations will help us become more aware of the challenges that are being faced, along with building better relationships with those at work and at home.

Learning Objectives:

Recognizing the need for a difficult conversation

Identifying the different types of conversations

Techniques to keep calm and to focus on the topic

Building relationships that embrace open conversations

Participation is free and only available to current FGFOA Members.

Click on the link below to register:

<https://attendee.gotowebinar.com/register/8948768318770432272>

NOTE: All Webinar information will be sent via email. Please confirm that you enter your correct email address when registering.

After registering you will receive a confirmation email containing information about joining the Webinar. This confirmation is unique to you, and you will need the link to log-in and connect to the Webinar. Once presentation are received they will be posted at www.fgfoa.org under presentations.

CPE Reporting Verification: Your participation will be recorded through the webinar software. You must be present and signed in the entire 100 minutes to receive credit. The FGFOA will receive a verification report after the webinar and will prepare the CPE certificates. You should receive your certificate via email in approximately 30 days.

This program being offered free of charge.

System Requirements

PC-based attendees

Required: Windows® 7, Vista, XP or 2003 Server

Macintosh®-based attendees

Required: Mac OS® X 10.4.11 (Tiger®) or newer

For additional information regarding registration please contact Karen Pastula, at kpastula@flicities.com

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