



Difficult Conversations Training for CapitolRiver Council

27 July 2023

Prepared by Janel Anderson, PhD, CEO, Working Conversations, LLC

Prepared for the CapitolRiver Council Board via Julie Printz, Board Member

Background

The CapitolRiver Council engages with stakeholders in District 17 including residents, business owners, employees, and property owners and represents their needs and concerns to the St. Paul City Council. In this role, many challenging issues need to be addressed, both with the Council's stakeholders and within the Council, as a deliberative, democratic body. Accordingly, Council members and leadership need to be ready to address challenging and difficult topics in a straightforward and direct manner, in service to supporting a vibrant and sustainable neighborhood. This proposal addresses that need.

Proposed Program

MASTERING DIFFICULT DISCUSSIONS

What if you had a difficult discussion with a stakeholder and instead of getting defensive, they thanked you instead? This course shows you how to do just that. Participants will master the art and skill of facilitating difficult conversations with ease. Participants will learn techniques, tips and best practices for communicating in even the most trying of circumstances.

Specifically, attendees will learn techniques to address even the most difficult people and topics easily and effectively. From what you do before the conversation starts, to the very first words you say, to how you close the conversation, the model presented in this course provides a step-by-step process for having even the most difficult community conversations. These techniques may be applied during Council conversations and with community stakeholders.

Participants will learn how to:

- achieve immediate positive results in their very next difficult conversation,
- create conditions that make it easier to have difficult conversations,

- confidently give and receive difficult feedback in community and internal conversations, and
- listen such that they understand the other person's point of view in a difficult situation.

Logistics:

Three-hour interactive training program, delivered on-site in St. Paul.

The format of the session is interactive and designed to engage adult audiences. The session involves presenting materials through multiple means and media in order to meet the needs of visual learners, auditory learners, read/write learners and tactile learners.

Investment

The investment for the training sessions includes research, customization, development, and delivery of programs in person.

Item	Investment	Total
Mastering Difficult Conversations	\$6000	\$6000
Non-profit discount (50%)	-\$3000	\$3000
Workshop materials	Included	Included
<i>Head On: How to Address Difficult Conversations Directly</i>	One copy included for each workshop participant (up to 12)	included
Travel and accommodations	N/A – local market	included
Total		\$3000

The Fine Print

- All programs described in this document are designed and delivered by Janel Anderson, PhD.
- Offer valid until August 31, 2023.

Speaker Bio



Dr. Janel Anderson is an expert in workplace communication, employee engagement and leadership. Janel combines her academic background with many years in the corporate sector to provide engaging, motivating programs that are research-based and realistic and practical.

After starting her career in a start-up company where venture capital investors kept a revolving door on the senior leadership, Janel went to graduate school to better understand what makes for great leadership communication. After completing a PhD in organizational communication at Purdue University, she taught at the college level before returning to corporate America to run a global department for a multinational corporation. Janel is now seen as one of the top emerging trainers for corporate and government markets that want their people to increase their leadership, teamwork, and communication skills and ultimately achieve greater results.

With a doctorate in organizational communication and a coaching certificate, Janel brings research based techniques to her workshops in a way that is dynamic, fun and easy to follow. Janel's technical management experience equips her to interact easily in technical settings with everyone from senior executives to individual contributors and her experience coaching and facilitating add practical knowhow into all aspects of her work.

Janel lives in the Twin Cities with her husband and three children. In her spare time she enjoys reverse engineering recipes from her favorite restaurants in her kitchen at home. Learn more about Dr. Janel Anderson and see her in action at janelanderson.com.

Partial Client List

3M

Aitkin County

Boston Scientific

CaringBridge

Dakota County

Delta Dental of South Dakota

Human Resource Professionals Minnesota Chapter

Mayo Clinic

North Dakota State University

Phillips 66

Polaris

Ramsey County

South Dakota Education Association

State of Minnesota

United Way Worldwide

Wells Fargo

Western Dakota Technical Institute

Xcel Energy