



Webinar Registration Form

Conducting Difficult Conversations With Students: How Faculty & Staff Can Change A Negative Into A Positive

Tuesday, October 23 ~ 1:00-2:15pm (Eastern)

Once the live date has passed, this training will be available on demand.

Overview

Instructors and student services professionals often decide to work in higher education in order to make a positive contribution to the lives of learners. In most cases, students work hard and are productive in their efforts to achieve success.

In some cases, however, students have difficulty staying focused, get into trouble, fail to achieve success, skip class, become disruptive, and exhibit other distracting behaviors both in and out of the classroom. When students get off track, we may need to meet with them and talk with them about their issues. Because these conversations are often negative, they are called difficult conversations. In many situations, difficult conversations can quickly take a negative turn and become confrontational. However, a difficult conversation that is effectively delivered can actually cause a positive reaction by the student and become a turning point in their educational career. What makes the difference? Do you know how to successfully deliver a difficult conversation?

In this webinar faculty and student services staff will learn the essential strategies and behaviors that will help them successfully conduct difficult conversations with college students and make a positive contribution to their lives.

Objectives:

- Understand the key skills needed to conduct difficult conversations with college students
- Gain the skills to clearly describe the issue or problem
- Learn how to remain calm and focused when delivering a difficult conversation and when being confronted by the receiver of the difficult conversation

Who Should Attend?

- 2-year institutions & 4-year institutions
- Academic Affairs/Instruction
- Dean of Instruction
- Dean of Student Services/Affairs
- Faculty (full and part-time)
- Admissions
- Advising & Counseling
- Disabilities Services
- Financial Aid
- Recruiters
- Residence Life
- Retention Specialist
- Student Life
- Veteran Services



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Speaker(s)



Dr. John Eller
St. Cloud State

"In this session, you will learn the skills you need to be successful in delivering difficult messages and conducting difficult conversations with others. The strategies presented in this session are practical and straightforward and can immediately be put to use in your setting. This information has helped thousands feel comfortable and confident."

Dr. John Eller is well versed in the topic of this webinar. He has worked extensively with students and student issues for over 30 years. John is currently the Director of the Applied Doctoral Program in Educational Administration and Leadership at St. Cloud State. John also serves at the Department Chair for the Educational Leadership and Higher Education Department. Before coming to St. Cloud State, John was the Coordinator of the Principal Preparation Program at Virginia Tech University for the National Capital Region in Washington DC. He has also taught at the undergraduate and community college levels and worked extensively with programs designed for students pursuing alternative degrees using alternative pathways.

He has authored and co-authored several books related to working successfully with difficult and negative people including: *Working with Difficult and Resistant Staff*, *Thriving as a New Teacher* (Solution Tree Press), *Working with and Evaluating Difficult School Employees* (Corwin Press), and has authored many other articles and publications on the topic of designing and delivering difficult messages.

In addition, Dr. Eller has also designed and delivered seminars and webinars on this topic. He co-authored and delivered the training curriculum for the Federal Aviation Administration's Conflict Coaching model. This model is currently being implemented to help managers effectively deal with conflict and negativity in the agency. John Eller has also served as a Conflict Coach and an Executive Coach for the FAA and the AO US Courts agencies. He has conducted strategic planning and team building sessions for the Army National Guard and the FAA. John has also served as a coach for numerous instructors and leaders, helping them successfully work with difficult people.

Newsletter



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Registration Information

Print Name		Job Title	
Institution/Organization			
Address			
City	State/Province	Zip/Postal Code	Country
Telephone	Fax	Email	
Innovative Educators Password (Choose a password for our records and future registrations)		Assistant's email (For registration confirmations & pre-conference communication)	
How did you hear about this event? (email, listserv, colleague, conference, other) _____			

Payment Method

You can call us at 303.955.0415 or fax the completed form to 1.866.508.0860. If you would like to mail in the registration form and/or check, please send it to: Innovative Educators, 3277 Carbon Place, Boulder, CO 80301.

Paying by: (select one) Credit Card Check Purchase Order (if applicable) P.O.#: _____
(If you select PO as your payment method, a PO number is required.)

Credit Card



Name on card		Account Number	
Billing Address	Billing City	Billing State	Billing Zip/Postal Code
Exp. Date	Security Code (last 3 digits on the back of Visa and MC)		

Packages & Pricing

Select your webinar package:

\$425 - 1 webinar (Unlimited connections at your institution and recording for one year)
\$900 - 3 webinars (Save \$375)

\$1500 - 6 webinars (Save \$1050)
\$3995 - Purchase Go2Knowledge to receive unlimited access to webinars & recordings for one year (Best Deal!)



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Login Directions

The login directions provide the following information:

- A link and a password for the event.
- A link to test webinar access. Please test your computer prior to the event.
- The date and time of the webinar. Please be sure to reference the time zone converter on the login directions to confirm your event time.
- Audio instructions: You can stream the audio over your computer speakers, but you may want to have a phone available for backup purposes.

You will receive the login directions twice via email. The process is as follows:

- 1 week prior to the live event: You will receive login instructions.
- 1-2 days prior to the event: You will receive a link to the presentation and any additional handouts. Copies can be made for attendees if desired.
- The day of the event: Participants can login to the IE Webinar 30 minutes prior to the start time. Once logged in, participants can see the PowerPoint slides, ask questions, and make comments via the chat feature.
- Participants are encouraged to save and print the login directions to refer to on the day of the webinar.

Site Connections

The basic registration fee allows you to access the webinar from one computer only. If you need multiple site connections, please register for the unlimited site connection price.

Recording Information

The Monday following the live event you will receive a link to the recording, it can be forwarded to all faculty and staff for viewing anytime, anywhere.

Recording Benefits:

- Share the presentation with other staff members
- Pause presentation for convenient viewing
- Review the presentation after the live event
- Train new hires throughout the year
- Show during an in-service training

Technical Details

Innovative Educators uses WebEx as its web conferencing provider. If you have not previously attended a WebEx event, please click here to make sure your computer is compatible with WebEx. Be sure to complete this test prior to the live conference. See system requirements for more information.

What equipment is required?

An Internet connection, computer speakers, and LCD projector are required if a large group is viewing the presentation. Participants can call in via phone if they are having trouble retrieving the audio over the computer. Please be sure to reserve a meeting room prior to the live event that can accommodate these requirements as well as your attendees. You should reserve the room 30 minutes prior to the webinar start time and allow at least 15-30 minutes after the webinar for discussion.

Cancellation Policy

- 30 days prior: Full refund
- 14 days prior: \$100 processing fee
- Less than 14 days: Credit towards another IE event

Satisfaction Guaranteed

We want you to be satisfied with your purchase. For questions, concerns, or problems, please email support@ieinfo.org or call 303.955.0415.