



The Science & Skill Of Having Hard Conversations

At Today's Meeting...

Team 5's co-captains **PP Dave Gerard** and **Ken Freigher** introduced those serving today: Greeters were **Randy Smith, Jerrod Vanlandingham, Tonja Donoho, Andree Blanchier, PP Dave Gerard, and Ken Freigher**. **Judy Maxwell** led the Pledge, **Colin Duffy** led the invocation, and **PP Greg Dunbar** introduced our visitors and guests. **Michelle Nystrom and Joe Wyse** served as the Sergeant-At-Arms and the President's fundraiser tickets were sold by **Jenn Finnegan**.

On the mic today..



President Mark
running the show



Colin Duffy
with the invocation



PP Greg Dunbar
welcoming our guests



Dave & Ken
introducing their team

Calendar

January 19	TBA
January 26	TBA
February 2	TBA
February 9	District Governor visit

Blood Drive

Today was a day of giving for those who shared the gift of life with their blood donation. Thanks to all who gave including **Jason Salter** who posed for this photo.



Honor To Youth

Brian Scarr introduced our Honor to Youth presenters and recipients for today. Representing the Girl Scouts of Northern CA, **Jessika Punzo**, **Kris Visconti**, and **Troop Leader Heather McNeil** introduced awardee **Daxi**.

From UPrep, Principal/Superintendent **Rochelle Angley** and High School Counselor **Kristen Mason** presented Student **Alexis**.

Recognitions

Michelle Nystrom was recognized for several trips taken over the last few months including Indianapolis, San Diego, Las Vegas, and Hawaii. She had some pretty complicated math on her recognition that resulted in \$200 given to the club.

Wendy Dickens & Ken Freigher were “outed” by **Michelle** as they were part of the Las Vegas trip. **Wendy & Ken** each gave \$100 to the club.



Jerrod Vanlandingham was recognized for a recent birthday (was it 56 or 65 years?) and for purchasing a new car. \$100 to the club.

Dave Gerard was recognized for a trip to Kauai with his girlfriend. \$100 to the club.



Today's Program:

The Science and Skill of Having Hard Conversations



Jason Salter introduced our speaker for today, his wife **Irene Salter**. **Irene** has had a very interesting and diverse career path, most recently working in the realm of leadership coaching.

Irene was drawn into this field while coming along side a friend who was experiencing career burnout. In the process of helping this friend came the motivation to pursue leadership coaching.

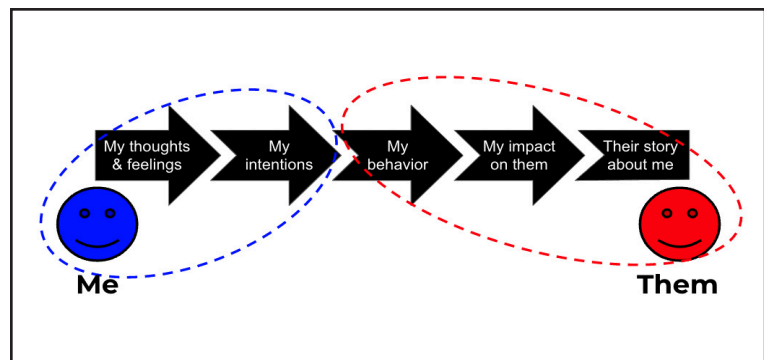
Leadership Coaching:

"Helping an individual grow their hopes and dreams"

She mentioned that 84% of all Fortune 500 companies offer leadership coaching to their managers and directors, and that 100% of the Fortune 50 do as well. Interestingly, the 16% of the Fortune 500 who not provide this service consistently under perform their counterparts.

In her presentation today, **Irene** focused on just one aspect of leadership coaching: how to navigate having hard conversations with others. The context for this is when there are behaviors in play that are negatively affecting the workplace. She quoted author Susan Scott "as a leader, you get what you tolerate."

She explained that confronting others and working through a conversation that will have a positive outcome requires both science and skill. She presented her "top 2 tips" for a successful conversation.



An illustration showing seen and unseen perceptions in our interactions with others.

#1 - What's the real challenge here for the other person and for you? Focus on the primary issue that needs to be addressed, not a long laundry list of problems.

#2 - Set the container. Set the tone of the conversation to reduce threats and increase safety.

Some "Bonus Tips":

- Have an open mind
- Have an open heart
- Be present
- Be willing to grow
- Don't own a problem that's not yours

Irene encouraged those present to reach out to her with any questions about this topic.



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Inquiring Minds

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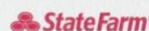
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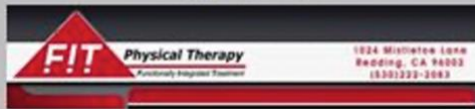
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