

Coaching Leaders on How to Conduct Crucial Conversations

Politics, religion, race—we can't talk about topics like these at work. But in fact, these conversations are happening all the time, either in real life or virtually via social media. And if they aren't handled effectively in the workplace, they can become more polarizing and divisive, impacting productivity, engagement, retention, teamwork, and even employees' sense of safety and security in the workplace.



As a thought leader in the field of diversity and inclusion, Dr. Shelton Goode has been helping companies create inclusive environments for over a decade. In his presentation, *Coaching Leaders through Organizational Crisis: Addressing Issues of Race, Religion, Politics, and Other Polarizing Topics in the Workplace*, he discusses best practices for facilitating for these difficult conversations.

In this fast-paced and compelling presentation, he shows diversity practitioners, HR professionals, and organizational leaders how to lay the groundwork for having bold, inclusive conversations in the workplace. According to Dr. Goode, cultural competence and preparation are key.

According to Dr. Goode, “the reason we are not further along—and perhaps regressing—is because we have not approached this work intentionally and proactively. We have failed to fully realize that employees need to discuss the issues they see happening in their community, company, and the country. If we approach these topics intending to make sure all employees feel valued and respected, we would meet people where they are, not expect them to necessarily see the world from our view, and acknowledge that while one may be learning, mistakes are inevitable.”

Dr. Goode's presentation offers tips on how to coach organizational leaders and help them become more aware of how cultural background has shaped perceptions and behaviors. The presentation will help participants increase their understanding of how people from other cultures may differ from themselves, particularly when it comes to communicating and handling conflicts, which often lead to organizational crisis.



Given our current social and political climate, organizational leaders must be armed with the skill and resources necessary to engage in and facilitate difficult but crucial conversations about what is happening in our companies, communities, and country. This takes individual courage bolstered by professional coaching. Dr. Shelton J. Goode shares more about this in his book,

Crisis as a Platform for Social Change from Strawberry Mansion to Silicon Valley.

During this riveting 1-hour presentation, Dr. Goode will address how to talk about race, religion, politics, and other polarizing topics in the workplace. Dr. Goode will share tools and strategies from his book and will help participants understand how to practice executing them in the workplace.



ICARUS