



Conversations that Drive Results: Mastering Critical Communication

May 6-7, 2026 | Dallas, TX

Wednesday, May 6

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|-------------------------|--|
| 8:00 a.m. - 8:15 a.m. | Welcome & Introductions |
| 8:15 a.m. - 9:45 a.m. | <ul style="list-style-type: none">• Foundations of Communication• Navigating Stakeholders |
| 9:45 a.m. - 10:00 a.m. | Break |
| 10:00 a.m. - 11:45 a.m. | <ul style="list-style-type: none">• Driving Precision & Clarity in Messages• Reinforcing Behavior with Positive Feedback |
| 11:45 a.m. - 12:30 p.m. | Lunch |
| 12:30 p.m. - 2:15 p.m. | <ul style="list-style-type: none">• Delivering Difficult Feedback Clearly & Constructively• Managing Emotional Responses in High-Stakes Moments |
| 2:15 p.m. - 2:30 p.m. | Break |
| 2:30 p.m. - 4:15 p.m. | <ul style="list-style-type: none">• Recognizing When to Escalate• Choosing the Right Communication Channels |
| 4:15 p.m. - 4:30 p.m. | Wrap Up & Adjourn |



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Thursday, May 7

8:00 a.m. - 8:15 a.m.

Welcome & Recap

8:15 a.m. - 9:30 a.m.

- Identifying Hidden Communication Barriers
- Reframing Feedback Reception: From Reaction to Control

9:30 a.m. - 9:45 a.m.

Break

9:45 a.m. - 11:15 a.m.

- Diagnosing Your Reactions: The 3 Triggers
- Receiving Feedback Effectively in Real Time

11:15 a.m. - 11:30 a.m.

Wrap Up & Adjourn