

LXbD Presents, Jean-Marie Jobs with “Engaging in Difficult Conversations”

Jean-Marie Jobs is a transformational trainer and executive coach. Starting her training career in 1998, Jean-Marie is a master trainer, having delivered over 15,000 hours of in-person training. Her experience ranges from corporate markets in the US to inter-cultural work in Canada, Holland, Africa, and the Middle East. Jean has worked with large organizations such as Disney, ESPN, Microsoft, Interstate Batteries, United Airlines, and BMW in corporate culture, leadership, and change management. Her specialties include empathetic connection, leadership development, mastering mindsets, and communication/team building.



Jean served as a volunteer law enforcement chaplain in Sonoma County, CA from 1999–2014. She also worked on a project in Afghanistan from 2009–2013, has trained in Libya, Zambia, Kenya, and South Africa, providing her with a unique perspective and experience in empathetic connection, trauma triggers, and healing.

In 2018, Jean published her first book on leadership, *The Art of Feeding Heroes: Leading from the Inside Out*.



LX Overview

LX Name: “Engaging in Difficult Conversations”

Why This LX Is Important: When faced with having a difficult conversation, most people will either avoid it or attack it. Neither strategy allows for the message to be clearly communicated while at the same time caring for the relationship. It can seem daunting to initiate these conversations, especially in our virtual world. However, they are necessary, and the supervisors who do this well can maintain and grow their teams with excellence.

LX Length: 120 minutes virtually or in the classroom

LX Participants: This program is designed for a maximum of 40 participants. Participants will need to take “Empathetic Listening in the Workplace” as a prerequisite to attend this module.

LX Overview: Difficult conversations are part of everyday interactions at home and work. When people resist having these conversations, the situations that need to be addressed become increasingly worse until something or someone blows up. The art of having a difficult conversation requires a framework of listening, separating the people from the problem, asking questions, and recognizing the patterns inherent in the organization or relationship.

When supervisors are equipped to have these conversations, they can move toward them with confidence and clarity. Supervisors will gain insight into their blind spots that make conversations unnecessarily difficult and learn to create more room for a variety of personalities and communication styles.

LX Takeaways: This interactive learning experience is designed with the following outcomes for each participant:

1. Participants will learn to separate their impact from their intent in a communication breakdown so they can take potent action.
2. Participants will be equipped to recognize how they may unconsciously contribute to difficult situations so they can shift and grow.
3. Participants will learn how to embrace a contribution conversation instead of defaulting to blame or shame.

Price (for a Certified Trainer): \$2,500 per session for up to 40 participants