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## **COURSE DESCRIPTION**

### **Course Overview**

Effective dialogue is one of the single most important activities of leaders today. Whether you are confronting a team member who is not keeping commitments, responding to a microaggression, disagreeing with a spouse about financial decisions, or telling someone “no”, critical conversations are often avoided or handled in clumsy ways. This course will provide the theory underpinning these conversations, diagram their structure, and provide specific strategies for approaching them successfully.

### **Course Objectives**

Upon completion of the course students will be able to:

1. Describe the costs, both personal and professional, associated with avoiding or poorly handling difficult conversations
2. Define the 3 aspects of a critical conversation & manage them effectively
3. Identify your own style of approaching conflict and the attributes of that style
4. Demonstrate your emotional and cultural intelligence in critical conversations
5. Use ‘best practice’ frameworks for effective feedback
6. Demonstrate new strategies for approaching critical conversations

THIS IS NOT THE FULL SYLLABUS. THIS THE COURSE DESCRIPTION AND DATES FOR THE CONDENSED FORMAT (Friday/Saturday for two weekends):

**April 5, 6, 19 & 20 9:30am - 4:30pm (1 hour lunch + breaks)**

You will have work to do before and after the class dates.

Please email me with any questions: [rheino@marshall.usc.edu](mailto:rheino@marshall.usc.edu)