



49th Annual Operators Seminar – Friday Workshop

Included with Full Seminar Registration

Effective Tough Conversations – The Key to High Performing Teams

Friday, March 15, 2024 – 8:30 – 11:30 am

Presenters: Melanie Richmond and Rachelle Lee, Einblau & Associates



Melanie Richmond

Retiring operators, technology advancements and regulatory changes are all current challenges in the industry. A lack of communication is often a big contributor, leading to a lack of clarity, individuals not holding themselves accountable and performance issues.

✓ Retirement Challenges: Organizations with retiring operators may be experiencing a lack of knowledge transfer, causing staff to struggle with key responsibilities and operational challenges.



Rachelle Lee

✓ Technology Advancements: With an ever-evolving landscape, there's a need for effective automation and new technology while having a comprehensive understanding of overall processes.

✓ Regulatory Changes: Changes in environmental regulations can create confusion and conflict when striving to meet goals.

Through this workshop, you'll gain tools to effectively manage the difficult conversations that arise from these challenges, allowing you to build better relationships and achieve positive results. You'll learn a simple process for effective coaching conversations that can be used for performance reviews, conflict resolution, problem solving and mentoring.

