



Handling Resistance from Your Business Partners: No Place for Ego

Date:	Wednesday, September 13, 2017
Registration:	12:00 noon
Business Meeting:	12:15 p.m.
Program:	12:30-1:30 p.m.
Location:	Highland Brewing Company, 12 Old Charlotte Hwy., Asheville, NC
Credits:	1 hour of general credit for SHRM and HRCI

Program Description:

To be an effective and impactful HR leader, one must have credibility and influence with one's business partners. A key element of building and maintaining credibility is knowing how to skillfully respond to push-back and resistance from others. Handling resistance begins with an understanding that pushback is to be expected and can actually serve a useful purpose in bringing about change. Identifying the various reasons and forms for resistance is followed by an ability to respond appropriately. Ironically, handling resistance promptly and effectively can actually enhance one's credibility more so than avoiding resistance all together.

Program Objectives:

1. Demonstrate why resistance is natural, predictable, necessary and even helpful.
2. Explore the underlying reasons our business partners often resist our ideas and suggestions.
3. Allow participants to identify and respond to each of the four major types of resistance they will encounter as HR professionals.
4. Identify and demonstrate the ways HR professionals might skillfully respond to each of the various forms of resistance.
5. Offer participants tools and suggestions for identifying and responding to resistance.
6. Provide participants an opportunity to practice handling resistance in a role-play situation.

This one-hour session will include a formal presentation, dyadic interactions, small group discussions; and three experiential exercises. Activities will reveal a participant's typical response to resistance and identify and practice new behaviors and skills. Participants will also be encouraged to share examples and ideas for improving one's response to resistance. Once the formal presentation and experiential elements of the session have been completed, the facilitator will summarize key learnings and entertain questions.

About the Presenter:

Terry has over 30 years of comprehensive experience in Leadership Development, Change Management, Organization Development and Adult Learning. He spent thirteen years in senior-level positions with Motorola, Fidelity Investments, Blue Cross Blue Shield and Honeywell. For the past 18 years, he has run his own consulting and training firm leading major change and development initiatives for larger companies such as Eaton, Ascension Health, Abbott Diagnostics, Johnson & Johnson and Robert Bosch LLC. He is also President of the Board for Integral Leadership in Action, an association dedicated to developing and advancing integral leadership throughout the world.

Terry has taught communication, human resource management, and organization behavior courses for Texas A&M University, Northeastern University, Stonehill College, and Oakland University. He has a Master's degree in Organizational Communication from Miami University and a Master's degree in Counseling Psychology & Organizational Studies from Boston College. He has also authored several articles and publications and spoken on a variety of topics at both national and regional conferences.

Terry has implemented performance management systems and delivered performance management training for a variety of organizations over the past 25 years, including Motorola, Blue Cross Blue Shield of Massachusetts, and AlliedSignal. Information on Terry's firm can be found at www.ThePolingGroup.com.