

Julie Leitz

Psychologist and Neuroscientist

How To Have Difficult Conversations. Dealing with a difficult client, giving your boss feedback about their behaviour or sharing parenting tips with your mother in law—everything that matters most in life happens in conversations. In fact, the things that have the biggest impact on your day-to-day life rely on your ability to have conversations that feel risky—and yet we are not taught the skills needed to master those conversations. This keynote will change the way you talk with others when the stakes are high and you will learn how to get results without risking damaging the relationships that matter the most.

Why Your Team Needs To Pick A Good Fight. In every team, a significant number of individuals are sitting on priceless information at any given time, which they choose not to share, thereby holding back solutions, innovative ideas, and ultimately revenue potential. There are two main reasons for this: the fear that disagreement will escalate into interpersonal conflict and the fear of receiving backlash from the boss. This keynote dives into the ultimate trait of top performing teams: the ability to embrace conflict and create a team culture of open dialogue, disagreement, and debate.

Got Feedback? If you're, well, a human being, then you know that feedback is tricky business. Just hearing the word can be enough for people to tense up. And yet, there is no denying that a poorly designed feedback environment is like a ticking bomb. Effective teamwork, employee engagement, and quality client relationships are just some of the things that depend on it. This keynote explores how to create a resilient feedback culture by learning the art and science of receiving feedback, which turns out to be the key to giving it.