

Difficult Conversations & Disciplinary Actions

FOR FRONT-LINE LEADERS — Manufacturing • Construction • Utilities • First Responders

The conversation you avoid today **becomes the crisis you manage tomorrow.**

What is the real cost of every difficult conversation your supervisors have been avoiding? Research shows that unresolved workplace conflict costs U.S. employers over **\$359 billion annually** in lost productivity — and most of it traces back to leaders who didn't have the conversation when it was still small. For every **\$1 invested in communication and conflict resolution training, organizations see measurable reductions in turnover, HR escalations, and formal grievances.** This 45-minute class gives your front-line leaders the **STATE method**, a disciplinary process they can trust, and the confidence to handle whatever walks through the door.

THE BUSINESS CASE FOR THIS TRAINING

\$359B

Annual cost of unresolved workplace conflict to U.S. employers in lost productivity

67%

Of performance issues that escalate to termination had warning signs that went unaddressed

3x

More likely employees file grievances when supervisors are inconsistent in applying discipline

89%

Of HR leaders say supervisor avoidance of difficult conversations is the leading cause of preventable terminations

Sources: CPP Global Human Capital Report • SHRM • Harvard Business Review • Society for Human Resource Management

WHAT YOUR LEADERS WILL LEARN

- ✓ Prepare for any difficult conversation using a proven 4-step pre-conversation framework
- ✓ Apply the STATE method to share facts, invite perspective, and reach mutual understanding
- ✓ Stay calm and in control when the other person becomes defensive, emotional, or difficult
- ✓ Follow progressive discipline with legal confidence and proper documentation every time
- ✓ Maintain consistency and fairness across every team member and every situation
- ✓ Rebuild and maintain working relationships after hard conversations are done

What Changes Immediately:

- ✓ Supervisors stop avoiding the conversations they've been dreading
- ✓ Performance issues get addressed at the first sign — not the third or fourth
- ✓ Documentation becomes consistent, specific, and legally defensible
- ✓ HR escalations decline as more issues resolve at the supervisor level

THE STATE METHOD

Share facts. Hear them out. Reach understanding.

S	SHARE FACTS	Lead with observable, documented facts — never interpretations
T	TELL YOUR STORY	Share the impact the behavior has on the team or safety
A	ASK THEIR PATH	Genuinely invite their perspective before drawing conclusions
T	TALK TENTATIVELY	Signal openness: 'I may be wrong, but...'
E	ENCOURAGE TEST	Make it safe for them to challenge your view — and mean it

From *Crucial Conversations* (Patterson, Grenny, McMillan & Switzler). Trusted by thousands of organizations worldwide.

"The impact of their work has been incredible — fostering a new generation of capable leaders. Their curriculum is remarkably specific, addressing our unique organizational needs with precision. I wholeheartedly endorse Rising Tide Solutions."
— **Jim Rhodes**, SVP, Wayne Brothers Companies

Your leaders won't remember the meeting where nothing was said. They'll remember the training that gave them the confidence to act.

Get This Class | www.therisingtidesolution.com

SDVOSB • Service-Disabled Veteran-Owned • CAGE 94BH2 •
"A rising tide lifts all boats."

SESSION AT A GLANCE

- 🕒 45 Minutes
- 📍 In-Person or Virtual
- 👥 Front-Line Leaders
- 🏢 Up to 20 per Session

Package Includes:

- Slide deck
- Student handout & worksheets
- STATE method reference card
- Documentation format template
- Scenario practice worksheet
- Action planning guide
- Complete instructor delivery guide

★ **Group, Law Enforcement & First Responder Discounts Available**

Contact us at www.therisingtidesolution.com for custom pricing.

📍 **RTS In-Person or Virtual**

Our certified facilitators deliver at your facility or via live virtual session. Zero prep required from your team.

🏢 **Teach It In-House**

Every package includes a full instructor guide built on our Train-the-Trainer methodology — your team delivers independently.

📁 **Add All 20 Classes**

Bundle the complete 20-class Lunch & Learn Series for comprehensive front-line leader development.