Technology Management Seminar Series

Graduate Seminars - Fall 2008

Seminar Topic:
The Challenges of Leadership:
Communicating Difficult Messages Well

Abstract:
Nothing drives dysfunction in an organization faster and more thoroughly than the inept delivery of unwelcome news, yet this is one aspect of management that few managers are good at or, for that matter, prepared for. While delivering bad news may not be an everyday occurrence, it also isn’t rare and unusual. From counseling employees about performance, reporting project shortcomings or announcing a bad quarter, those in leadership face many such opportunities. Ms. de la Vergne’s presentation will discuss the organizational impact of poorly delivered “bad news” and some practical advice about how those who must do so can be better at it.

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Education
B.A., English, San Diego State University
Post-graduate studies, Masters in Professional Writing Program, University of Southern California (and 25 years in the trenches of corporate management)