

## Navigating Difficult Conversations

**Date:** Wednesday, March 11th, 2026

**Time:** 9:00 am to Noon

**Location:** Financial Plus Credit Union  
4026 Shattuck Rd, Saginaw, MI 48603

**Deadline to register:** Thursday, March 5th

**Facilitator:** Bill Thena  
*Financial Plus Credit Union*

This workshop equips participants with the practical tools, mindset, and communication strategies needed to handle challenging conversations with clarity and confidence. Whether the topic is performance, conflict, feedback, boundaries, or emotionally charged issues, attendees learn how to stay grounded, listen actively, and respond with intention rather than reaction. Through interactive exercises and real-world scenarios, the session explores how to prepare for tough discussions and create outcomes that strengthen trust rather than damage it.

- 1 Recognizing when a conversation is or will be difficult.
- 2 Identifying what makes the conversation difficult.
- 3 How to plan the conversation in advance (or adapt in the moment) so the end goal is achieved.

By the end of the session, participants leave with a framework they can apply to workplace interactions, leadership moments, and personal relationships, transforming difficult conversations into opportunities for understanding, alignment, and growth.

**Who should attend:** Everyone encounters tough conversations; this workshop is designed for anyone who wants to improve communication skills and build stronger relationships. All are welcome!

**Cost:** \*\$40 for Mid-Michigan Chapter Attendees  
\$50 for Attendees Outside of Mid-Michigan Chapter

Name	Email	Credit Union

Attendee(s) total	X	\$	= \$
Number of People		Fee	Total enclosed

# Bill Thena

Known for his ability to infuse even the most complex topics with enthusiasm and clarity, Bill Thena has established himself as a trusted figure in the realms of leadership, professional development, and education.

Bill has a unique ability to connect with audiences spanning diverse backgrounds and skill levels. Whether in the boardroom, classroom, or on the event stage, his passion for engaging learners shines through, making each session a memorable and transformative experience. Aligning content to meet the needs of the audience, he ensures that each presentation becomes a catalyst for meaningful change.

Bill Thena's dedication as a developmental coach has garnered universal praise, being celebrated both for the personal impact and the effectiveness of his leadership programs.



## **Bill Thena, CCUFC**

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Development,  
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