



BROWNSTONE
Mediation Services
"Cornerstone of Resolution and Reconciliation"

Speaker and Session Information

Presenter (Name, Title, Company): TeKay Brown-Taylor, President of Brownstone Mediation Services, an alternative dispute resolution (ADR) and human relations (HR) consulting firm with an experienced and recognized authority on turning people problems into transformative learning experiences. BMS provides services designing conflict resolution systems with creative problem-solving methodologies for organizations intent on fixing work while fixing "their own stuff" through building and strengthening the capacity to normalize difficult dialogue.

Session Title:

Let's Talk: HR Keys to Recalibrating Difficult Dialogue

Learning Objective:

- Create a space for HR Leaders to explore and reflect on ways to re-calibrate difficult dialogue
- Discuss game-changing strategies how to have meaningful conversations
- Leave ready to shift the norm of making difficult discussions normal and necessary part of HR strategy

Session Description

Often the most difficult conversations in the workplace are left at the office door of HR having to Mediate between leaders and staff representing company and employee best interests. Conflict resolution and learning how to tackle difficult conversations are important parts of leadership development; and yet remains to be one of the most developmental needs for entry and mid to senior level leaders. Herein lies the challenge. Studies show HR professionals are neither comfortable engaging in difficult dialogue about sensitive topics at work. So who is developing our leaders? Who's helping staff successfully navigate the choppy waters of managing difficult dialogue faced on the job? Now more than ever building conflict capacity and mastering the art of a difficult conversation are necessary and important skills for HR professionals in an era of social justice and DEI concerns, pay freezes, low engagement, burnout due to teleworking, adherence to COVID guidelines, and uncertainty of vaccinations have all become prevalent issues leaders, managers, and HR face. We aim to outline three specific areas where HR will likely encounter hard conversations with leaders and staff during the new remote-work environment: performance, engagement, and wellbeing then move beyond just another webinar training intentionally focusing inward to provide a structured space for HR professionals to have candid conversations about ways to normalize difficult dialogue.

SPEAKER



TeKay Brown-Taylor MBA, PHR, CMT, CDP is the Owner/President of Brownstone Mediation Services (BMS), an alternative dispute resolution (ADR) and human relations (HR) consulting firm located in beautiful Augusta GA. She is a PROUD St. Louisian and native of the “Show Me State” having relocated to Augusta the Fall of 2012. Prior to starting her own business, she held the role of HR Business Partner with one of Fortune 500s leading human capital management firms; while there received the “Women Making a Difference” peer and staff-selected company award. As a self-proclaimed "Conflict Mechanic" with assumed superPOWERS as a gifted and experienced authority on human relation issues, TeKay has coached and advised thousands of employees and leaders on workplace related issues. She has developed and delivered innovative interventions for organizations of all sizes and disciplines across both academic, non-profit, corporate, and

military settings. She holds a Bachelor of Science in Management and Organizational Behavior and a MBA in Human Resource Management; along with certifications in human resource management, diversity, equity, and inclusion, military equal opportunity, equal employment opportunity (EEO), and as a conflict coach, among others.

TeKay is a high-energy and forward-thinking HR industry bad-AZZ (that’s a and 2 Z’s) with more than 16 years of successful experience helping organizations leverage human capital and diversity to create and strengthen inclusive workplace environments. As a workplace strategies consultant, TeKay is an employee relations godsend flipping the script on traditional HR processes. She is a thought leader and often sought after for her insightful perspectives on issues of inclusion and conflict management. She is a long-time SHRM National member, past Chapter Board member, and current SHRM GA District Director responsible for fostering state council support to the Laurens HR Association, Middle GA, and CSRA SHRM chapters.

She prides herself on the unique perspective she brings set out to dismantle outdated “that’s the way we’ve always done it” thinking and challenge leaders and HR professionals to create new ways to drive better workplace experiences.