

Managing Difficult Conversations

We have so many interactions in the run of a day, it's reasonable to expect that some of them are going to be difficult. Whether these are conversations that you have in person, or you manage a virtual team and need to speak with someone in another city, there are things that you can do to make these conversations go smoothly. This one-day workshop will give you the tools to manage difficult conversations and get the best results possible out of them.

What Will Students Learn?

- ✓ How to define their frame of reference
- ✓ How to establish a positive intent and a desired outcome
- ✓ Good communication skills
- ✓ How to draft a script for a difficult conversation
- ✓ Use specific steps to carry out a difficult conversation
- ✓ How to access additional resources as required
- ✓ How to maintain safety in a conversation

What Topics are Covered?

- ✓ Choosing to have the conversation
- ✓ Toolkit for successful conversations
- ✓ Choosing the time and place
- ✓ Framework for difficult conversations
- ✓ Conversation template
- ✓ Staying safe
- ✓ Role play practice

What's Included?

- ✓ Instruction by an expert facilitator
- ✓ Small, interactive classes
- ✓ Specialized manual and course materials
- ✓ Personalized certificate of completion