

Managing Difficult Conversations

Course Code

SSBS156

Duration

1 Day

Format

Classroom | Classroom/Virtual | Virtual

Overview

Everyone needs to conduct difficult conversations at some time or another. Although difficult conversations cannot be avoided, they can be successfully managed to achieve the most positive outcomes. Communicating difficult subject matter can be an emotionally charged event. Understandably, many people would do anything to avoid that situation, yet avoiding difficult conversations or mishandling them can result in negative consequences. This course is designed to help attendees plan for and approach difficult conversations with confidence so they can achieve the most positive outcomes.

The training methods employed will centre on developing a highly interactive environment where participants will learn through a combination of short presentations, interactive discussion, and role-play.

Objectives

On completion of this course attendees will be equipped with the tools necessary to effectively manage difficult conversations.

Content

- Choosing to have the difficult conversation
- Toolkit for successful conversations: Listening, questioning, probing, speaking persuasively
- Emotional intelligence: Understanding your response and when emotional hijacking occurs
- Recognising your default mode under stress and your preferred conflict style
- Examining your beliefs and self-fulfilling tendencies
- Framework for difficult conversations
- Role play: Preparing for and practicing different types of difficult conversations

Who Should Attend

This course is designed for anyone who wants to be better prepared to manage difficult conversations that can have a significant impact on relationships at work.

Prerequisites

There are no prerequisites for this course.