Managing Difficult Conversations

Select Your Learning Style

Facilitator-led 1 Day Program (Classroom)

OR

eLearning format (Self-paced)

Please refer to Pricing Page for cost per participant

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 course will give you the tools to manage difficult conversations and get the best results possible out of them.

What Will Participants 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 in Your Learning Style?

- ✓ Self-paced eLearning OR
- ✓ Interactive class environment – Facilitator-Led

- ✓ Specialized course materials and resources
- ✓ Personalized certificate of completion