

# DIFFICULT CONVERSATIONS

## Be prepared for those conversations that matter

When critical issues arise in an organisation, difficult conversations invariably follow. The success of those conversations is often determined by the individual's ability to manage and lead uncomfortable or difficult discussions. This workshop arms your team with the skills and tools to effectively prepare for and conduct difficult conversations, by analysing typical patterns and motivations in high-tension encounters.

You will reduce friction, remove roadblocks and foster more productive business conversations in addition to building valuable conflict-resolution skills within your organisation with this practical workshop.



### Workshop Content

This workshop is highly interactive and can be customised to reflect the group's specific experiences.

Exploring common themes, patterns and misconceptions of workplace conflict, participants will learn the key steps to prepare for and lead a successful conversation around a difficult issue.

The training includes tailored, relevant case studies and practice sessions to experiment and understand the most effective approach to successfully conduct a difficult conversation.



### Learning Outcomes

**Upon completion of this workshop, participants will be able to:**

- Understand how to create conditions for healthy dialogue
- Prepare for conversations to succeed
- Depersonalise issues by reframing to a neutral position
- Migrate from blame to problem-solving
- Identify and manage emotions
- Develop your own style under stress
- Employ tactics to encourage agreement
- Recognise unsafe conversational factors and restore trust
- Challenge with respect
- Manage stress in others – and yourself



#### Recommended for:

Leaders and team members tasked with having difficult conversations.



#### Delivery:

Face-to-face or virtual



#### Workshop duration:

Full or half day



#### No. of attendees:

12

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