

difficult conversations



Team leaders, supervisors, managers and any other people leaders



Full day course.

Half-day workshop sessions marked with $\frac{1}{2}$



Run at your offices or in a virtual classroom

People in leadership positions simply cannot bury their heads in the sand and avoid having that conversation – they need to be able to confidently face conflict head on.

This difficult conversations training course sets up participants to bite the bullet and address difficult situations early and assertively. When leaders put a stop to issues early, they create better outcomes for everyone.

goals

- recognise difficult situations early
- give clear and assertive feedback
- know how to prepare for and have a difficult conversation
- use active listening skills with the intention to understand others
- manage emotional reactions with emotional intelligence
- follow up on agreed actions and take further steps if needed.

EQ
train

A person's success in life can usually be measured by the number of uncomfortable conversations he or she is willing to have – Timothy Ferriss, The 4 Hour Workweek

workshop info

Our facilitator will adapt the content and workshop style to the needs of the group. The following is a one-day program outline, which we can cut to a half-day workshop. Topics for half-day option denoted by $\frac{1}{2}$. We are happy to tailor topics – please discuss with us.

introduction and workshop overview

Participants will understand the objectives of the course and link them with their personal learning objectives.

recognising difficult situations $\frac{1}{2}$

Participants learn how to identify situations that make it necessary to overcome reluctance to step in and do so.

is there really a problem?

Before getting into a difficult conversation that is uncomfortable for both parties, the participants look at ways to double check what the true picture is.

how to be courageous $\frac{1}{2}$

The group build their emotional intelligence to identify their fears and hesitations. They will develop strategies to overcome their internal barriers, so they will face difficult conversations courageously when back at work.

asking questions and listening

Participants will spend some time practising and observing verbal and non-verbal cues, questioning skills, listening skills, and understanding body language. They will discuss the challenges around communication and how easily misunderstandings and conflict can arise.

giving feedback $\frac{1}{2}$

This session will help all group members master the skill of giving both positive and developmental feedback in a respectful and motivating way.

having a challenging conversation $\frac{1}{2}$

Participants will review and practice a framework for having any difficult conversation. Having practised in this safe setting sets up participants to have a successful difficult conversation in the real world, when they are under pressure and when it matters most.

dealing with resistance $\frac{1}{2}$

Although participants can prepare for a difficult conversation and modify their approach with emotional intelligence, they cannot necessarily control the team member's reaction. In this section the group will learn how to handle a situation where the other person does not see things in the same way.

managing emotions

In a difficult conversation it takes emotional intelligence to deal with angry, crying, yelling people, or people that shut down or refuse to listen. Participants learn how to deal with others' emotional responses as well as their own.

dealing with difficult team members

Participants will discuss how to deal with four common types of behavioural issues and learn how best to manage these challenging behaviours to make for a much happier and productive workplace environment.

This difficult conversations training course is the perfect opportunity for participants to bring up difficult situations and difficult conversations they have faced or are facing. It is the ideal forum to problem-solve the situation, so they are ready to confront it with emotional intelligence the next day back at work.



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