



Managing Difficult Conversations

COURSE OVERVIEW

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.

KEY SUBJECT AREAS

- 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.

LEARNING OUTCOMES

- 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.

Gain confidence in approaching and resolving difficult conversations.

Duration: 1 Day

Unique features

The Managing Difficult Customers Workshop is designed to meet current market trends.

- Professional facilitators use the most up to date accelerated learning techniques.
- An interactive, relaxed atmosphere with real world examples.
- Modern presentation methods using audio and visual presentations.

Who should attend?

Anyone who is in a position where they have to have difficult conversations and would like to have the confidence and tools to get the best results.

Includes...

- Resource material & workbook.
- Training 101 Certificate

Contact us for more information
or to register on a workshop:

P: 0800 801 233