



Difficult Conversations

About:

A regular challenge for every supervisor and manager is having a difficult conversation with a direct report, peer, boss, supplier or customer. These conversations can arise in a variety of situations including performance management, discipline, personal issues, redundancy, interpersonal conflict and customer service. This workshop gives you the skills and confidence to tackle these conversations and increase the likelihood of a successful outcome for all parties.

Results:

Participant will know how to

- Approach difficult conversations with more confidence
- Identify their personal signs of stress and use techniques to maintain calm during difficult conversations
- Demonstrate focus on a 'win-win' attitude when dealing with sensitive issues
- Confront difficult issues directly while maintaining relationships
- Demonstrate empathy through active listening and effective questioning skills
- Use techniques for building rapport.

Approach:

This training is highly interactive. The trainer focuses on the participants learning objectives and their skills development. Participants gain insight into difficult conversations and how to deal with them in a constructive way. Together with a professional role play actor our learners can practice dealing with these conversations. This provides insight into their own reactions and those of others.

Experiential Learning:

To increase the impact of the training, we work with a very experienced trainer and professional role play actor. They help our participants improve their communication skills. They do this on the basis of the Experiential Learning Approach. This is a safe and confrontational training method that ensures that learners get more insight into the effect of their actions and behaviors. We do this so our learners will achieve all their learning goals and thus become more successful in dealing with difficult conversations.