

## MANAGING DIFFICULT CONVERSATIONS TRAINING - 3 HOURS

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**COURSE LENGTH: 0.5 DAYS**

All managers, team leaders, business owners and employees need to conduct difficult conversations at some time or another. Although difficult conversations cannot be avoided, they can be successfully managed to achieve the most positive outcomes.

Understanding, empathy and professional skill development are necessary qualities that help to keep you in control of difficult conversations before, during and after them; so that you can achieve the desired outcomes. Having a good understanding of your own personality type, as well as knowing how to best interact with other personality types, is a specific skill taught in the course.

This highly valuable and engaging course empowers professionals to handle difficult conversations with ease to achieve professional success and improve interactions amongst staff.

This is a practical class that is suitable for all audiences and provides people with the tools that they can apply on-the-job (and in other contexts) the very next day.

This is an instructor-led class that you can attend from home or your office.

We use secure Video Conferencing with interactive features such as live polling, screen sharing, whiteboards, live chat and breakout sessions. Please discuss your preferred platform, most commonly we use Microsoft Teams, Skype for Business, Webex or Zoom upon request.

These courses are facilitated in English, and are open to people from different industries in all countries especially across Australia, New Zealand, Singapore, Malaysia, Hong Kong and Papua New Guinea - this is a short but powerful learning experience that gives you global collaboration opportunities.

Our trainers and processes have been refined to give you a personalised learning experience where it is specifically targeted to your needs.

**\*\*Please note, these classes run to a very tight schedule, please follow the invitation and join the class 10-minutes prior to commencement so you are ready to participate and don't miss a minute!**

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## MANAGING DIFFICULT CONVERSATIONS TRAINING - 3HOURS COURSE OUTLINE

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### FOREWORD

Managing Difficult Conversations requires specialised knowledge and skill development, because these types of conversations can be quite challenging to manage without them. During this training course, participants develop an understanding of where, when, why and how to conduct difficult conversations. The goal of this course is to empower professionals to be in control of a difficult conversation at all stages of the interaction, so that they can achieve the desired outcome. It is a necessary skill in the management of human resources, handling of difficult customers and team management.

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### OUTCOMES

**After completing this course, participants will have learned to:**

- Predict the results of a conversation
  - Establish the intent of a conversation
  - Identify the desired outcome
  - Manage their body language
  - Speak persuasively
  - Listen actively
  - Use probing techniques
  - Ask the right questions at the right time
  - Establish the purpose of a difficult conversation
  - Create a conversation template
  - Create a personalised action plan
  - Use communication skills to influence and control
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### MODULES

#### Lesson 1: Choosing to Have the Conversation

- Considering the Consequences
- Establishing Your Frame of Reference
- Establishing Positive Intent
- Identifying the Desired Outcome

#### Lesson 2: Toolkit for Successful Conversations

- Managing Your Body Language
- Speaking Persuasively
- Active Listening
- Asking Questions
- Probing Techniques

#### Lesson 3: Framework for Difficult Conversations :

- What's Your Purpose?
- Steps for a Difficult Conversation
- Creating a Conversation Template

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## WEB LINKS

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- [View this course online](#)
- [In-house Training Instant Quote](#)