PROFESSIONAL DEVELOPMENT TRAINING

Managing Difficult Conversations Training - 3hours

1300 121 400

REQUEST QUOTE

0.5 DAY COURSE

Difficult conversations are an inevitable part of working with people. Whether you're providing feedback, addressing concerns or resolving conflict, the way you approach these conversations can have a significant impact on relationships and workplace outcomes.

This practical workshop introduces participants to the key principles and techniques for managing difficult conversations with confidence, empathy and professionalism. Through discussion, practical activities and workplace examples, participants will explore a structured approach to preparing for and conducting challenging conversations while developing communication skills they can apply immediately.

Designed as a focused learning experience, this workshop provides practical strategies to help participants communicate more effectively, reduce conflict and approach difficult conversations with greater confidence in a wide range of workplace situations.

What You'll Gain:

Difficult conversations are a natural part of working with people, but they don't have to be stressful or unproductive. Whether you're providing feedback, addressing concerns, resolving conflict or managing challenging situations, having the right skills can lead to stronger relationships and better outcomes.

This practical course equips participants with the confidence and communication skills to prepare for, conduct and follow up on difficult conversations in a calm, respectful and constructive way. Participants will learn practical techniques to manage emotions, communicate with clarity, reduce conflict and keep conversations focused on achieving positive outcomes.

The practical skills and strategies gained can be applied immediately in the workplace, helping participants communicate more effectively with colleagues, customers, managers and team members in a wide range of situations.

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

Modules

Lesson 1: Introduction

- Course Overview
- Learning Objectives

Lesson 2: Choosing to Have the Conversation

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

Lesson 3: Toolkit for Successful Conversations

- Managing Your Body Language
- Speaking Persuasively
- Active Listening
- Tips for Becoming a Better Listener
- Asking Questions

Lesson 4: Choosing the Time and Place

- Planning it Out

Lesson 5: Framework for Difficult Conversations

- Your Purpose
- Steps for a Difficult Conversation

Talk to our expert team

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