

Difficult Conversations

ACHIEVE THROUGH PEOPLE

WHO SHOULD ATTEND:

- Supervisory level and above
- People who have frequent internal and external difficult interactions

LEARNING OUTCOME:

Attendees will learn how to start the conversation without defensiveness, understand the importance of what is said as well as what is not and deliver the message in a positive and constructive manner.

TRAINING OUTLINE:

- The 3 elements of difficult conversation
- Difficult conversation VS learning conversation
- What is said and what is not said
- Difficult conversation management styles
- Structure of difficult conversation
- Useful openers and transitions
- Difficult conversation planning

Attendees

12 - 14

Duration

1 day