



Managing Difficult Conversations

Duration : 3 hours

Course Overview

This course covers how to prepare in advance of a difficult conversation. You will gain useful techniques, strategies and tips to help make the conversation more productive and less daunting.

Key Topics

Communication Essentials

What it means to be an outstanding communicator
Communication barriers
Listening skills
Questioning skills

What is a Challenging Conversation?

Poor performance or conduct
Investigating a complaint
Dealing with a grievance
Discussing personal problems
Giving bad news

Personality Types & Communication Styles

Emotional Intelligence
Managing own and other's emotions

The Conversation

Conversation formulas
Essential components
Clear and straightforward language