



## HOW TO HAVE DIFFICULT CONVERSATIONS: DEALING WITH THE ELEPHANT IN THE ROOM

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Difficult conversations are a normal part of everyday life whether in your workplace or in your personal life. It might be saying no to an annual leave request at work; it could be dealing with inappropriate behaviour at work; it could be completing a performance plan; it could be ending a relationship; it could be giving negative feedback or it may be needing to apologise. Regardless of what the difficult conversation is about, most people prefer to walk away from it, delay it, do the work themselves or avoid the conversation completely. This workshop will give you the tools and the awareness to be more comfortable, effective and successful in your difficult conversations.

### Course Content

You will learn how to:

- Identify what the problem is by untangling intent from impact
- Move away from blame game - I am right you are wrong
- Identify some of the assumptions that get in the way
- Maintain safety in the conversation for yourself and the other party
- Use empathy and listening when dealing with difficult conversations
- Be more aware of your nonverbal communication
- Identify the purpose of the conversation
- Put it altogether in a successful conversation.
- Develop your own difficult conversation template

### Learning Outcomes

At the end of this workshop you will have the following skills:

- Knowledge of how to prepare for and plan for a difficult conversation
- Ability to communicate effectively during a difficult conversation
- Awareness of the importance of active listening skills
- Ability to ask the right questions
- Development of greater self-awareness and emotional management
- Strategies and tools to hold successful conversations
- Know how to explore the barriers to holding a difficult conversation
- Strategies and tools to hold successful conversations
- A model to give effective feedback in difficult situations
- Awareness of body language and its impact on difficult conversations

After this workshop you will no longer fear or avoid difficult conversations. You will be more confident and aware of your role in a difficult conversation and you will be better equipped with the tools needed to deal effectively with a wide range of difficult conversations.

***This workshop can be customised to meet your organizational training needs and the key learning outcomes set to match your requirements. It can be delivered in a full day or half day format. Two or more of our different workshops can be combined to form a 2 day masterclass***