

Peter Dhu and Corporate Communication Experts present

# HOW TO HAVE DIFFICULT CONVERSATIONS

*Dealing with the elephant in the room*

Monday 7 August 2017

State Library of WA

9:30 am to 4:30 pm

\$345 + GST

Difficult conversations are a normal part of everyday life whether it is in your workplace or in your personal relationships. It might be saying no to a 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 full day workshop will give you the tools and the awareness to be more comfortable, effective and successful in your 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.



Corporate Communication Experts

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## Course Content

You will learn how to:

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

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**Date:** Monday 7 August 2017

**Venue:** Pilbara Room  
State Library of WA  
25 Frances Street, Perth 6000

**Time:** 9:30 am to 4:30 pm

**Investment:** \$345 + GST

**What's included:** Workbook, M/A tea, Free Newsletter

**For More Info:** 0408930993 | [violet@violetdhu.com.au](mailto:violet@violetdhu.com.au)

## 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
- ✔ 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

## About the Facilitator

Violet Dhu has over fifteen years' experience in helping people develop their interpersonal and communication skills. As an experienced social worker, trainer, and graduate of the Harvard Negotiation Institute, Violet has worked with many people who are dealing with difficult situations in their workplace. These include difficult conversations, bullying, workplace conflict, anxiety and low self-esteem.



Violet provides training and coaching in the areas of assertive communication, interpersonal skills, difficult conversations, office etiquette and nonverbal communication.

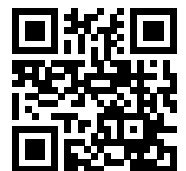
In her career, Violet has helped hundreds of people to speak up, communicate effectively and to participate in conversations confidently.

## REGISTRATION

**Name of Participant** \_\_\_\_\_

**Phone Number** \_\_\_\_\_ **Email** \_\_\_\_\_

**Address** \_\_\_\_\_



Return to: [info@peterdhu.com.au](mailto:info@peterdhu.com.au)  
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*On receipt of your registration, a tax invoice for payment before the workshop will be sent to you. Payment can be made via cheque, money order, EFT bank transfer or via credit card using PayPal.*

*Thank you for your business!*



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