



HOW TO HAVE DIFFICULT CONVERSATIONS: Dealing with the elephant in the room

BROOME Workshop

22 May 2019

Mercure Broome

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.

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

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.

HOW TO HAVE DIFFICULT CONVERSATIONS:

Dealing with the elephant in the room

Date

22 May 2019

Venue

CView Room, Mercure Hotels
1/79 Weld St, Broome WA 6725

Time

9.00 am to 4.00 pm

Investment

\$345 + GST

What's included

Morning and afternoon tea, comprehensive course notes, and free newsletter

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

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 University 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, stress and low self-esteem. Violet provides training and coaching in the areas of assertive communication, interpersonal skills, difficult conversations, office etiquette, nonverbal communication and women in leadership. In her career, Violet has helped thousands of people to speak up, communicate effectively and to participate in conversations confidently.



REGISTRATION

Name of Participant _____

Phone Number _____ Email _____

Address _____

Return to: Violet Dhu at info@peterdhu.com.au
or 115 Tower Street, West Leederville WA 6007 or Fax 08 6314 1620

On receipt of your registration I will send out a tax invoice for payment before the workshop. Payment can be made via cheque, money order, EFT bank transfer or via credit card using PayPal.

Thank you for your business.

 0408930993

 www.violetdhu.com.au

 violet@violetdhu.com.au