

REGISTER
NOW!

WORKSHOP: **DARWIN**

DATE: 17 March 2020



Corporate Communication Experts

HOW TO HAVE DIFFICULT CONVERSATIONS

Dealing with the elephant in the room

VIOLET DHU

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.



Course Content:

- Identify what the problem is
- Untangle 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

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HOW TO HAVE DIFFICULT CONVERSATIONS



ABOUT VIOLET:

Violet Dhu has over twenty years' experience in working with individuals and teams to develop effective and confident communication skills.

She is a graduate of the Harvard Law School, Difficult Conversations Project and uses her knowledge and skills as a coach and trainer to challenge teams to overcome their fears and to build accountability into their communication.

Violet shows you how to have confident and effective conversations in your workplaces.

Learning Outcomes

At the end of this workshop you will learn 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

REGISTRATION

Name of Participant:

Phone Number:

Email Address:

Return to:

Violet Dhu at info@peterdhu.com.au
or Fax 08 6314 1620

INVESTMENT: \$247 + GST

DATE: 17 March 2020

TIME: 9.00 am to 12.30 pm

VENUE: Mercure Darwin Airport Resort
1 Sir Norman Brearley Dr
Marrara NT 0812

WHAT'S INCLUDED:

Morning tea, comprehensive newsletter, course notes



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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.*

Violet Dhu