Communication Skills Workshop

HOW TO HAVE DIFFICULT CONVERSATIONS

Dealing with the elephant in the room

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 CONTENTS:

At the end of this workshop, you will be able 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:

- 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

DURATION: FULL-DAY WORKSHOP

This workshop can be delivered as an in-house corporate workshop. It will be customised to meet your organisational training needs and the key learning outcomes are set to match your requirements.

VIOLET DHU

INTERPERSONAL COMMUNICATION SKILLS, LEADERSHIP TRAINER & COACH

ABOUT THE FACILITATOR

Violet has over 20 years experience working with organisations and teams to develop effective and confident communication skills by teaching leaders to embrace those difficult conversations.

As an experienced trainer, speaker, coach and graduate of the Harvard University Negotiation Institute she has the ability to engage people and put them at ease so they can learn to increase their self-awareness and optimise their communication with others.

Violet has worked with many organisations and leaders to enhance their ability to be confident in their communication and deal with the pointy end of communication in the workplace.

Her key message is that if you learn to be honest and respectful in your communication, then people will trust you, listen to you and work effectively with you.

DATE: Wednesday, 15th September 2021

TIME: 9:00 AM - 4:00 PM

VENUE: Ibis Styles Karratha, 35/45 Searipple Rd, Karratha, WA 6714

WHAT'S INCLUDED: Lunch, M/A Tea, workbook, newsletter

INVESTMENT: $450 + GST

REGISTRATION

NAME:

PHONE NUMBER:

EMAIL ADDRESS:

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

CONNECT WITH VIOLET

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Violet Dhu

TESTIMONIALS

Violet Dhu is exceptional in her field of difficult communication.If you are seeking support to increase employee or self-confidence with difficult conversations and overall performance, I recommend Violet. *We continue to work together to align employee behaviours with expectations that are set out.*

BELINDA MCPHERSON
HR MANAGER,SOUTHERN RURAL WATER

Violet's 'Difficult Conversations' workshop was enjoyable and provided me with an opportunity to become more self-aware around my communication style*. I was able to apply the key messages immediately across many of my conversations.I feel that as a result I am being more effective in my communication and an easier person to be around!*

CLARE FOUNTAIN
MANAGEMENT CONSULTANT, SORTED4LIFE

On receipt of your registration, we 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.