



HOW TO HAVE DIFFICULT CONVERSATIONS

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:

This workshop will teach you how to:

- Identify what the problem is by untangling intent from impact
- Move away from the 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 all together in a successful conversation
- Develop your own difficult conversation template

LEARNING OUTCOMES:

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

- 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 and will be customised to meet your organisational training needs and the learning outcomes set to match your requirements.*



VIOLET DHU

INTERPERSONAL
COMMUNICATION SKILLS,
LEADERSHIP TRAINER & COACH



Corporate Communication Experts

ABOUT THE FACILITATOR:

Violet has over 20 years of 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, 20th Oct 2023

TIME: 9.00 AM - 4.00 PM

VENUE: Port Hedland, TBA

WHAT'S INCLUDED: M/A Tea, Lunch, Workbook, Newsletter

INVESTMENT

- Not For Profit Organisation: \$400 + GST
- Full Registration: \$490 + GST



TESTIMONIALS

I would like to thank Violet, for the extremely informative and valuable workshop. It was professionally organised but felt, comfortable and safe. The information imparted greatly resonated allowing me to name personal patterns and behaviours and identify them in others. With the information and the tools provided, I will be able to make small steps and hopefully become more assertive and confident.

- SHARON R.

Violet is a wealth of knowledge and experience. The advice she has given throughout the day in various conversations was very valuable. I felt that Violet allowed the group to focus on areas that they struggle with, which was good. At the end of the day, Violet catered for the audience in the room and this is way more valuable than trying to run through a presentation. Keep being sensitive like you are Violet! Great workshop and thank you very much for a very inclusive day.

- EUNETTE V.



REGISTRATION

NAME:

PHONE NUMBER:

EMAIL ADDRESS:

Return to: Violet Dhu at info@peterdhu.com.au

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.

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