PROFESSIONAL DEVELOPMENT TRAINING

Managing Difficult Conversations Training - 3hours

09 884 0762

REQUEST QUOTE

0.5 DAY COURSE

All managers, team leaders, business owners and employees need to conduct difficult conversations at some time or another. Although difficult conversations cannot be avoided, they can be successfully managed to achieve the most positive outcomes.

Understanding, empathy and professional skill development are necessary qualities that help to keep you in control of difficult conversations before, during and after them; so that you can achieve the desired outcomes. Having a good understanding of your own personality type, as well as knowing how to best interact with other personality types, is a specific skill taught in the course.

This highly valuable and engaging course empowers professionals to handle difficult conversations with ease to achieve professional success and improve interactions amongst staff.

This is a practical class that is suitable for all audiences and provides people with the tools that they can apply on-the-job (and in other contexts) the very next day.

This is an instructor-led class that you can attend from home or your office.

The virtual classroom uses an advanced version of Zoom called 'Zoom for Webinars' that includes enhanced collaboration features such as One-click content sharing, real-time co-annotation (people can work together in activity files), and digital whiteboarding, and we use tools such as live polls, private group chats and participants can 'raise their hand' so you *virtually* have the same collaborative classroom based learning experience.

These courses are facilitated in English and are open to people from different industries across Australia, New Zealand, Singapore, Malaysia and Hong Kong - this is a short but powerful learning experience that gives you global collaboration opportunities.

****Please note, these classes run to a very tight schedule, please follow the invitation and join the class 10-minutes prior to commencement so you are ready to participate and don't miss a minute!**

Be ready - check your device is ready to go by use this test link.

What You'll Gain:

Managing Difficult Conversations requires specialised knowledge and skill development, because these types of conversations can be quite challenging to manage without them.

During this training course, participants develop an understanding of where, when, why and how to conduct difficult conversations.

The goal of this course is to empower professionals to be in control of a difficult conversation at all stages of the interaction, so that they can achieve the desired outcome. It is a necessary skill in the management of human resources, handling of difficult customers and team management.

Outcomes

After completing this course, participants will have learned to:

- Predict the results of a conversation
- Establish the intent of a conversation
- Identify the desired outcome
- Manage their body language
- Speak persuasively
- Listen actively
- Use probing techniques
- Ask the right questions at the right time
- Establish the purpose of a difficult conversation
- Create a conversation template
- Create a personalised action plan
- Use communication skills to influence and control

Modules

Lesson 1: Introduction

- Course Overview
- Learning Objectives

Lesson 2: Choosing to Have the Conversation

- Considering the Consequences
- Establishing Your Frame of Reference
- Establishing Positive Intent
- Identifying the Desired Outcome

Lesson 3: Toolkit for Successful Conversations

- Managing Your Body Language
- Speaking Persuasively
- Active Listening

Lesson 4: Choosing the Time and Place

- Planning it Out

- Tips for Becoming a Better Listener
- Asking Questions

Lesson 5: Framework for Difficult Conversations

- Your Purpose
- Steps for a Difficult Conversation

Talk to our expert team

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