PROFESSIONAL DEVELOPMENT TRAINING

Managing Difficult Conversations Training

09 884 0762

REQUEST QUOTE

1.0 DAY COURSE

Managers, team members, owners and employees in New Zealand need to conduct difficult conversations at some time or another. Although difficult conversations cannot be avoided, they can be successfully managed to achieve positive outcomes.

Understanding, empathy and emotional intelligence skills development are necessary qualities that help you control difficult conversations before, during and after they occur, so that you can achieve the desired outcome. Giving critical feedback or dealing with highly-emotional staff can be a challenge, so we designed this course to help you gain not only the skills, but the confidence to manage them appropriately.

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

The PD Training Managing Difficult Conversations course is now available throughout New Zealand, including Auckland, Wellington, Christchurch and also via instructor-led online training.

Please click on the Public Class tab below to view our Managing Difficult Conversations course schedule by city or click the In-House Training tab to receive a free quote for courses delivered at your preferred location.

What You'll Gain:

Managing Difficult Conversations requires specialised knowledge and skill development because they can be challenging to handle without this support. During this training course, participants are taught how to 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 it, so that they can achieve the desired outcome. It is a necessary skill in the management of human resources, handling of irate 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
- Maintain safety in a conversation
- Choose an appropriate place for a conversation
- Understand and analyse the other person
- Stay in control of the conversation throughout

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
- Tips for Becoming a Better Listener
- Asking Questions

Lesson 4: Choosing the Time and Place
- Planning it Out

Lesson 5: Framework for Difficult Conversations
- Your Purpose
- Steps for a Difficult Conversation

Lesson 6: Staying Safe
- Mutual Respect
- Common Ground
- Staying in Control

Lesson 7: Testing the waters

- Activity: Write Your Script

Talk to our expert team

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