

# Navigating Difficult Conversation

The ability to handle difficult conversations respectfully and professionally is an essential work-place skill. Having difficult conversations can be one of the most stressful and uncomfortable aspects of our lives and work. Whether sharing bad news with a client, providing corrective action or talking with a colleague about an uncomfortable issue, these conversations can take a large mental and emotional toll on all participants. This workshop will review the key elements of preparing for, conducting and concluding difficult conversations. Participants will leave with a set of tools to help ensure that difficult conversations are productive, professional and respectful for all involved. This is a two-day workshop.

## What will students learn:

- Difficult conversations
- How to know if a difficult conversation is necessary
- How to stop avoiding a difficult conversation
- Beginning the difficult conversation
- Delivering the difficult conversation
- Following up after the difficult conversation

## What Topics are Covered?

- How ready are you?
- Preparing for a difficult conversation
- How to deliver bad news
- How to problem solve
- Creating a difficult conversation check list
- Understanding landmines
- How to receive the difficult conversation
- How to prevent a difficult conversation

## What's Included?

- ✓ Instruction by an expert facilitator
- ✓ Small, interactive classes

- ✓ Specialized manual and course materials
- ✓ Personalized certificate of completion