

Challenging Conversations

*Communicating with diplomacy, tact, and credibility – training course
Live online or onsite – half day and one day options*

Why you should attend this training course – online or onsite

You will learn

- Proven skills and techniques for communicating difficult messages with skill and confidence.
- Increased credulity and clarity when managing expectations; saying “no” nicely
- How to stay focused on key objectives in challenging client conversations

Key learning points include:

- A structured and proven approach to influencing others with tact, consideration, and trust.
- Persuasion skills to better present your ideas and plans.
- Enhanced and easier conversations, presentations, and proposals.
- Advanced questioning skills and listening techniques, for taking people with you.
- Proven ways to overcome and reduce objections and push-back.
- Techniques and skills for improved negotiation and influence.

How you will benefit

The course is ideal if you are looking for advanced level skills and knowledge of dealing with demanding clients in difficult situations.

About the trainer and course format

This course will be delivered by an experienced senior trainer with a real expertise and knowledge in all the subject area. The course will be informal, engaging and include many practical activities.

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Training course outline – live online or onsite face to face

Definition, examples, and key principles

- Introductions and personal objectives.
- Key principles of diplomacy, tact, and credibility in good communication.
- Applying the visual, verbal, and vocal components of effective communication.
- Examples and case studies used in the training.

Persuading through Involvement – pull not push

- Principles of indirect influence and using a pull style
- Higher-level questioning techniques to investigate and solve problems.
- Listening to lead – active listening and structuring your conversation.
- Mastering the five actions that make for credible communication: Acknowledging, repeating, paraphrasing, and reflecting and reframing.
- Verbal and non-verbal techniques for creating positive perceptions.
- Case study: Building a conversation in difficult situations – techniques and skills.

How to be a ‘calmer chameleon’ in your working with others

- How to shape your communication to the person not the proposal or problem
- Knowing how communication style impacts the image others have of you and how they react.
- Flexing your style to level of assertion, gender, generation, and position.
- The five modes of disagreement or conflict.
- Case-study: Saying “no” nicely to different client types.

Reaching agreement by creating a compelling proposal

- How to create a compelling three-minute summary of your proposal or proposition.
- Identifying and overcoming objections, concerns, and challenging questions.
- Describing the Know-Feel-Do Model of communicating.
- Implementing strategies for powerful persuasion and how to apply them
- Case-study: ‘Selling’ an unpopular idea by making a convincing case.

Learning summary