

Mastering Difficult Conversations

Communication and Assertiveness

Length: 1/2 Day

Summary: Whether you realize it or not you engage in half a dozen difficult conversations every day. When you don't have the courage or confidence to speak up and say what you miss you miss your best chance at building the careers, relationships, and lives that are right for you. Put the question to them: how many "talks" have you been through this month, this week, or even today?

Attendees will understand the importance of speaking up and the devastating effects of avoiding difficult conversations. They will leave with a step by step, real-world framework to address any and every difficult conversation they face in their professional and personal lives.

You will Learn:

- What speaking up can do for individuals, teams, and businesses, and why people shy from difficult conversations
- A successful formula for having successful conversations.
- Real world strategies to master difficult conversations with confidence.

COURSE CONTENT

WHY

- Why people talk
- Define your objective
- Confidence tie in

WHAT

- Anticipating pushback
- Empathy to disarm
- Confidence tie in

HOW

- Collaborative problem solving
- Distress tolerance skill sets
- Confidence tie in

CRAFTING YOUR DIFFICULT CONVERSATIONS

- Identify difficult conversations you need to be having
- Work through the WHY, WHAT, HOW process

ROADBLOCKS TO SPEAKING UP

- Practice with peers
- Next Steps - how to manage difficult conversations when you don't have time to prepare.