

# Difficult Conversations

## Overview

A one-day course comprising an overview of how to positively and confidently have breakthrough conversations and an appreciation of the key skills required.

## Learning Objectives

- Understanding how to positively manage the conversation and achieve a breakthrough.
- An appreciation of the skills to effectively deal with conversations whilst maintaining positive relationships.

## What is a difficult conversation?

- When do we need to have a difficult conversation?
- Understanding our own and others responses, why do we avoid or get hooked.

## Skills and techniques

- Understand what you can manage and influence
- Listening skills and non-verbal communication
- Words matter
- Understanding and managing triggers

## Some Difficult Topics?

- Providing effective feedback/models
- Sensitive issues
- Bad news

## A more constructive approach

- The Three Conversations; getting to a learning conversation
- How to structure your conversation

## Putting it all into practice

- Planning and preparation
- Practice (case study scenarios and feedback)

## 9 common mistakes and a review of learning