

## Having Difficult Conversations

Does your organisation need to give critical feedback or deal with underperformance? Are sensitive issues at work often avoided? Do your managers need to give team members some bad news?

This workshop will help you to manage difficult conversations at work. You will explore a framework for structuring conversations and discover what is at stake for both parties. You will also learn how to analyse, prepare for, and begin conversations, as well as staying on track and agreeing actions.



Objectives	Benefits
<ul style="list-style-type: none"> <li>Be more confident in having challenging or courageous conversations with team members and in approaching difficult conversations.</li> </ul>	<ul style="list-style-type: none"> <li>Participants will be able to identify and say what is at stake during difficult conversations and to use this in developing conversations.</li> </ul>
<ul style="list-style-type: none"> <li>Be able understand key human elements at stake and use these effectively to set the context for conversations.</li> </ul>	<ul style="list-style-type: none"> <li>Your teams will be able to draw on a range of tools and techniques to manage workplace conversations more effectively.</li> </ul>
<ul style="list-style-type: none"> <li>Create a structure for focusing on outcomes, questioning for clarity and applying a range of tools for productive dialogue.</li> </ul>	<ul style="list-style-type: none"> <li>Your organisation will be able to use difficult conversations more effectively to develop relationships within teams.</li> </ul>

- Developing level course: take your skills to the next level.
- Experience: strong establishing level skills.
- Minimum advanced (C1) level English.

# Having Difficult Conversations - Course outline

Module	Competency
<b>Understanding difficult conversations</b> <ul style="list-style-type: none"> <li>• What are difficult conversations?</li> <li>• Choosing whether to have or avoid a conversation</li> </ul>	<ul style="list-style-type: none"> <li>• Set goals to improve difficult conversation skills by analysing against criteria for having a conversation.</li> </ul>
<b>Setting the context</b> <ul style="list-style-type: none"> <li>• Understanding the 3 conversations: 'What happened', 'Feelings' and 'Identity'</li> <li>• Understanding human needs</li> </ul>	<ul style="list-style-type: none"> <li>• Uncover human needs in difficult conversations to facilitate productive outcomes.</li> </ul>
<b>Planning your difficult conversation</b> <ul style="list-style-type: none"> <li>• Knowing your purpose and ideal outcome</li> <li>• Your conflict handling preferences</li> </ul>	<ul style="list-style-type: none"> <li>• Plan appropriate approaches to achieve your difficult conversation goals.</li> </ul>
<b>Opening your difficult conversation</b> <ul style="list-style-type: none"> <li>• Starting from the 'third story'</li> <li>• Managing your emotions</li> </ul>	<ul style="list-style-type: none"> <li>• Select appropriate approaches for starting your difficult conversations.</li> </ul>
<b>Staying on track</b> <ul style="list-style-type: none"> <li>• Communicating effectively</li> <li>• Showing empathy</li> </ul>	<ul style="list-style-type: none"> <li>• Use effective communication strategies and demonstrate empathy to achieve positive outcomes.</li> </ul>
<b>Problem-solving and agreeing actions</b> <ul style="list-style-type: none"> <li>• Exploring ideas, options and being open minded</li> <li>• Taking control of the conversation</li> </ul>	<ul style="list-style-type: none"> <li>• Uncover ideas and options to manage communication proactively in difficult conversations.</li> </ul>
<b>Your difficult conversation</b> <ul style="list-style-type: none"> <li>• Practical exercises, self-reflection and feedback</li> </ul>	<ul style="list-style-type: none"> <li>• Apply the tools and techniques to enable successful conversations and develop plans for successful performance.</li> </ul>