



## Difficult Conversations

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Are you looking to enhance your communication skills and become more confident in navigating difficult conversations? Our Difficult Conversations course explores the different types of challenging conversations you may experience, and the psychology behind them as well as offering practical techniques for preparation, initiation and handling of these, while maintaining respect and rapport.

Our interactive sessions, led by our experienced trainers and featuring real-world scenarios, will help you develop the expertise to tackle tricky situations with tact and diplomacy and master communication skills that truly make a difference, leading to positive outcomes.

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## Learning Outcomes

- To identify types of conversation we find difficult
- The psychology behind challenging conversations
- Re-framing difficult conversations
- Advance preparation for a difficult conversation
- Starting a difficult conversation
- Achieving appropriate outcomes
- Do's and Don'ts for handling challenging conversations

## Course Content

### **Module 1: Understanding Difficult Conversations:**

- Introduction to Challenging Conversations: Explore different types of difficult conversations and why they occur.
- Psychology Behind Difficult Conversations: Understand the emotions and reactions involved in challenging discussions.
- Identifying Triggers: Learn to recognise common triggers that make conversations tough.

### **Module 2: Strategies for Reframing Difficult Conversations:**

- Reframing Techniques: Discover effective strategies for shifting perspectives and approaching conversations with clarity.
- Practice Exercises: Engage in practical exercises to apply reframing techniques to real-life scenarios.
- Mindset Mastery: Understand the importance of mindset in navigating challenging conversations.

## Course Content

### **Module 3: Advanced Preparation for Difficult Conversations**

- Practical Preparation Techniques: Gain practical tools and techniques to prepare for difficult conversations in advance.
- Structured Planning: Develop a structured plan to navigate through tough discussions confidently.
- Role-Playing: Participate in role-playing exercises to simulate challenging scenarios and enhance preparedness.

### **Module 4: Initiating and Setting the Tone**

- Art of Initiating: Learn how to start difficult conversations with finesse and confidence.
- Communication Skills: Develop effective communication skills to set a positive tone for productive dialogue.
- Confidence Building: Build confidence in initiating discussions on sensitive topics.

### **Module 5: Achieving Positive Outcomes**

- Outcome-Oriented Strategies: Discover strategies for achieving desirable outcomes while preserving relationships.
- Goal Setting and Negotiation: Identify common goals and negotiate mutually beneficial solutions.
- Role-Playing: Practice achieving positive outcomes in challenging situations through role-playing exercises.

## Course Content

### **Module 6: Do's and Don'ts for Handling Challenging Conversations**

- Essential Guidelines: Uncover essential do's and don'ts for handling challenging conversations with tact and diplomacy.
- Avoiding Common Pitfalls: Learn about common mistakes to avoid in challenging discussions.
- Personal Toolkit: Develop a personal toolkit of effective communication strategies.

### **Module 7: Practical Application and Feedback**

- Real-World Application: Apply learned techniques in real-world scenarios.
- Feedback and Reflection: Receive constructive feedback from instructors and peers to enhance skills.
- Personal Growth: Reflect on personal growth and identify areas for further development.