

Difficult conversations

Prepare and plan for a difficult conversation

Course Objectives

- Identify what may be a difficult conversation and why we avoid them
- Plan for a difficult conversation
- Develop a 5 step process to help guide the process
- Send a clear assertive message
- Demonstrate active listening and questioning skills
- Be aware of and control emotion during the conversation
- Search for positive outcomes and develop action plans for future follow up

Customisation

StressLess Learning works in partnership with clients to customise and refine all course content and duration to suit both organisational goals and individual learners requirements.

All course outlines are therefore to be used as a guide only.

Duration

Flexible

Target Audience

Managers, team members and employees who need to conduct difficult conversations.

Course Outline

Difficult conversations

- What is a difficult conversation
- I, we and it
- Why do we avoid difficult conversations

Interpersonal communication skills

- Components of communication
- Word choice
- Words to be aware of
- Voice
- Body Language

Planning for a difficult conversation

- Establish the purpose of the conversation
- Focus on your objectives

Assertive communication

- What is assertiveness?
- Becoming assertive
- Benefits of being assertive
- Communicating assertiveness
- Fogging, Broken Record, Negative Inquiry & DESC scripting

1. Stating the issue

- Initiating the conversation
- Being assertive

2. Listen and question

- Listening habits
- Listen to understand
- Demonstrate listening
- Questioning skills
- Types of questions

3. Acknowledge and validate

- Acknowledgement
- Cognitive dissonance
- Controlling our emotions
- Controlling other people's emotions

4. Solutions

- Exploring solutions

5. Close the conversation with commitment

- Gaining commitment
- Action plans
- Follow up