



Managing Challenging Conversations

 May 9th, 11th & 16th 2022

 3x 2.5 Hours | 10.00-13.00H

 USD 100



Learning Objectives

- ❖ Explore meaning, need and value of challenging conversations
- ❖ Understand key elements of successful communication in challenging conversations
- ❖ Learn tools, techniques and strategies to manage challenging conversations effectively



Learning Tools

- ❖ Stories
- ❖ Real life work scenarios
- ❖ Group Exercises
- ❖ Self Assessment
- ❖ Infographics
- ❖ Paired Exercise



Your Takeaways

- ❖ Transform difficult conversations into opportunities for improvement and relationship building
- ❖ Reach agreement and close conversations gracefully
- ❖ Increase your impact

Learning Modules

- ❖ What is and isn't a 'challenging conversation'?
- ❖ Why is Effective Communication critical to the success of a Challenging Conversation?
- ❖ Challenging conversations - Moments of Truth
- ❖ Creating Psychological space driven by safety and trust to create engagement
- ❖ Barriers to challenging conversations
- ❖ Accountability conversations
- ❖ Zone of passivity and extremity
- ❖ Power of dialogue - Being direct yet sensitive
- ❖ Traits of effective communicators
- ❖ Skills needed to facilitate a challenging conversation