



Managing Difficult Conversations

Description: This training is designed to prepare supervisors' and managers' communication skills and people management abilities. You will learn how to choose when to have a difficult conversation, how to prepare, and how to ask questions to avoid an already difficult topic.

Session One: Course Overview

Session Two: Choosing to Have the Conversation

- Considering the Consequences
- Establishing Your Frame of Reference
- Establishing Positive Intent
- Identifying the Desired Outcome

Session Three: Toolkit for Successful Conversations

- Managing Your Body Language
- Speaking Persuasively
- Active Listening
- Asking Questions
- Probing Techniques

Session Four: Choosing the Time and Place

Session Five: Framework for Difficult Conversations

- What's Your Purpose?
- Steps for a Difficult Conversation
- Creating a Conversation Template

Session Six: Staying Safe

Session Seven: Testing the Waters

- Role Play Preparation
- Role Play Activity
- Workshop Wrap-Up