

Handling Difficult Conversations

'No-one has to change, but everyone has to have the conversation'

This workshop is suitable for any member of staff who needs to have one to one conversations that explore areas such as poor performance, inappropriate behavior, negative attitudes etc. The workshop will be highly participative with plenty of opportunity to rehearse difficult conversations in small groups. It is important that participants are prepared to bring along current issues that they are dealing with and are willing to explore these during the day.

Course Objectives:

By the end of the course participants will be able to:

1. Recognise some of the barriers to meaningful conversations
2. Identify the three questions that are key to preparing for difficult conversations.
3. Use a structured framework to conduct the conversation.
4. Identify different ways to deal with defensive reactions.

Course Content:

- The importance of planning for difficult conversations
- Identifying the 'escalators' – the things that cause conflict to develop in conversations
- Answering the three key preparation questions
- Finding ways to express yourself without attributing blame
- Practising the 60 second opener
- Asking the right question to open up the conversation
- Handling defensive reactions