
Holding difficult conversations

Overview

Fear of damaging working relationships, lack of confidence or a previous negative experience can cause us to shy away from confronting difficult issues. And yet, research suggests that far from weakening relationships, holding a difficult conversation has the potential to strengthen relationships and engagement and improve productivity.

Based on the book “Crucial Conversations” (Patterson, Grenny, McMillan and Switzler) this programme is designed to help you develop the mindset and confidence to hold conversations that you might previously have avoided.

Workshop outcomes

For participants to be able to:

- have a clear process to aid the planning of difficult conversations
- be in a position to recognise when a conversation turns crucial
- know how to access the resources and skills they need to effectively manage the situation.

Outline content

- What is a crucial conversation?
- Typical reactions when a conversation turns crucial
- Creating and maintaining a safe environment
- Staying focused
- Planning for results

How long is the workshop?

1 day

Who is it for?

Anyone who needs to be able to discuss and deal effectively with sensitive and difficult issues in the workplace.

