

DIFFICULT PEOPLE & DIFFICULT CONVERSATIONS

Program Description

Overview:

Are you...

- avoiding conversations you know you ought to have?
- wishing you could be more assertive and in control?
- losing patience with certain people or personality types?
- having problems giving negative feedback?
- feeling anxious before a difficult conversation?
- thinking of what you "should have" said after the conversation is over?
- having trouble managing emotional customers, colleagues or employees?

During this program, you will learn techniques and strategies that will allow you to handle difficult conversations and difficult people with skill and confidence. You will be engaged in practical and interactive discussions and exercises that will change the way you see and respond to difficult people and difficult conversations. You will be given opportunities to practice the skills you learn so you can have difficult discussions effectively AND enhance your relationships even with the most problematic people.

Objectives:

As a result of this program, participants should be able to:

- analyze and prepare for a difficult conversation
- begin a difficult conversation effectively
- deliver difficult messages clearly by avoiding common mistakes made in difficult conversations
- manage strong emotions (including your own) that arise from difficult conversations
- frame a difficult issue to promote discussion
- spot personality differences
- overcome the fears that lead you to avoid conversations

Length: Keynote: 60-90 Minutes
 Workshop: 3-6 Hours