



# How to Manage Difficult Conversations

A practical workshop enabling you to confidently deal with challenging conversations using best practice approaches

## Duration:

2 Days

## Who is it for?

This workshop is recommend for all managers, team leaders and others who may be required to manage difficult conversations with their employees or clients.

*"I could not recommend this workshop more highly. It helped me understand why a difficult conversation arises and made me much more aware of my behaviours when handling them. I've now asked for my whole team to attend the workshop."*

**Tom W.**  
**Sales Director**

## Workshop Outline

Challenging conversations happen in the workplace regularly. A difficult conversation is one where you have to manage emotions and information in a sensitive way. For example you might be required to discuss redundancy, deal with personal problems, investigate complaints or tackle personality clashes. This workshop provides delegates with a clear exploration of the skills and techniques needed to make the best out of these conversations. Furthermore it allows delegates to practice and reflect on their abilities to deal with these situations confidently and professionally.

## What will you learn by attending?

- Understand what a difficult conversation is and the emotions associated with such challenging conversations
- Explore strategies to better understand the motivation of people and to be able to identify different personality styles and behaviour patterns
- Understand how you should respond to conflict
- Put into practice an effective structure to handle difficult conversations including underperformance and low morale



This workshop is delivered in partnership between **People & Design** and **Smarter Learning**

