Navigating Difficult Conversations Training

Duration: **1 Day**

BILGINC IT Academy
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Learn how to take control in tricky situations and minimize negative backlash to affect an environment of reduced stress, increased trust, and improved relationships.

Deliver Your Message with Poise, Empathy and Resolve.

Unfortunately, difficult conversations need to happen in the workplace. There are situations where someone has to be let go, told that they aren't being promoted, or receive a poor performance review – common scenarios where a hard conversation is necessary. But despite their prevalence, these kinds of conversations don't have to be feared or dreaded – rather, they can be handled in such a way that increases self-confidence and encourages an environment of positivity.

Navigating Difficult Conversations introduces you to a seven-stage process for taking control in tricky situations and minimizing negative backlash to affect an environment of reduced stress, increased trust, improved relationships, and higher productivity. With realistic examples and role-playing activities, this program helps you as you prepare, carry-out, and close difficult conversations in the most productive manner. It leads them to embrace – rather than fear – confrontation and produces long-lasting benefits for both the employee and organization.

Who Should Attend?

Business professionals, including team leaders, managers, directors and others who want to enhance their team-building and leadership skills.

Prerequisites

To ensure your success, we recommend that you have a good understanding of leadership skills, or attend the following course:

- Understanding Leadership Competencies

What You Will Learn

In the Navigating Difficult Conversations course, you will learn how to:

- Understand the nature of difficult conversations and what it takes to handle them
- Identify the seven stages of handling difficult conversations
- Use empathy in a way that minimizes negative responses and strengthens relationships
- Apply best practices for preparing, initiating, and delivering the conversation
- Discover how to generate solutions and bring the conversation to a close

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Training Outline

Introduction

- What Conversations Are Difficult?
- What Does It Take to Handle a Difficult Conversation?
- Stages of a Difficult Conversation

Module 1: Preparing for a Difficult Conversation

- Why Prepare?
- How to Prepare

Module 2: Getting the Conversation Started

- Using Empathy
- Stage : Initiate the Conversation
- Stages : Deliver the Message

Module 3: Carrying Out the Conversation

- Listen and Respond
- Stage : Explore Alternatives and Solutions
- Stage : Close the Conversation

Review

- Learning Summary
- Action Plan
- Test Your Knowledge