

Managing difficult conversations

Outcomes

After attending this workshop, participants will:

- ✓ **Better understand the communication process and reasons for breakdowns in communication**
- ✓ **Know how to effectively influence stakeholders**
- ✓ **Be able to apply effective negotiation strategies**
- ✓ **Possess increased emotional intelligence**
- ✓ **Have techniques for effectively dealing with complaints**
- ✓ **Better understand the escalation of conflict**
- ✓ **Have conflict management strategies**
- ✓ **Know how to effectively say 'no' and give bad news**
- ✓ **Better understand difficult behaviours and strategies for dealing with them**
- ✓ **Have an action plan for implementation in the workplace**

Content

Communication dynamics

Breakdowns in communication

The art of influence

Negotiation

Dealing with complaints

Managing emotions – our and theirs

Managing conflict

Giving bad news

Dealing with abuse and accusations

Dealing with inappropriate behaviour

Action planning

Please note that this an example only. All our workshops and courses are customised to meet your specific needs.