

Handling Difficult Conversations

Duration: 1 Day

The Right Mindset

- Why we avoid difficult conversations
- Going beyond your comfort zone

Preparing for a Difficult Conversation

- Importance of preparation
- Having a clear objective
- Style and Tone of Conversation

Creating the Right Atmosphere

- Atmosphere is important
- Opening lines
- Golden rule of influence
- Mirroring

Increasing Your Impact

- How to make an impact?
- Things to avoid
- Your language

Coping with Criticism

- Handling defensive feelings
- How best to manage the “fight or flight” response

Giving Unwelcome Messages

- How to give bad news
- Changing behaviour
- The blame game
- Tears and tantrums

Say No and Mean It

- Different types of “No”
- Importance of saying “No” and meaning it

Expressing Strong Feelings

- When and how to express your feelings
- Preparing for conversation that may evoke strong feelings
- Staying in your own business
- Not over-reacting