

MANAGING DIFFICULT CONVERSATIONS

Practical Skills for Authentic Conversations

Outcomes:



Recognize what makes some conversations difficult



Key components of practicing emotional intelligence



Learn to apply a structured framework that works

Overview

Whether you're dealing with an under-performing employee, disagreeing with a co-worker, telling a client a project is delayed, or simply saying "no," or "I'm sorry," conducting difficult conversations are necessary.



Primary Components

Self-Awareness: Why we avoid having difficult conversations

Competence: Develop the skillset through a systematic approach

Practical Application: Try out your new skills with a partner and debrief key learnings