

World Class Dealing with Difficult Situations

Sample Course Overview

Difficult Conversations (1/2 Day, 1 Day)



Difficult conversations are a natural part of our business and personal lives, yet most people find them stressful and intimidating. Because of this, we often do not use the most effective approaches sometimes even avoiding them with disastrous consequences.

This workshop provides the learner with a greater understanding of the elements of a difficult conversation, and how to quickly identify and implement the best strategy for dealing with them.

Outcomes

Participants will learn how to:

- ❑ Break bad news more comfortably
- ❑ Correct misconceptions without creating conflict
- ❑ Express disagreement without creating conflict
- ❑ Deal with emotionally charged issues
- ❑ Deal with highly emotional people
- ❑ Standing their ground on important issues
- ❑ Deal with aggressive and bullying behavior



Who it's for

- ⦿ People in high-stress roles
- ⦿ People who manage conflict escalations
- ⦿ Supervisors, managers, team leaders
- ⦿ Executive team

Methodology

- Instruction
- Interactive exercises
- Workbooks
- Case histories



Key Learning Points

- ✔ Understanding difficult conversations
- ✔ Planning outcomes and alternative strategies
- ✔ Approaching difficult conversations with confidence
- ✔ Managing and navigating emotional states
- ✔ Recognizing and avoiding negative triggers
- ✔ Language skills and techniques
- ✔ Listening, body language and hidden messages
- ✔ Critical listening techniques and conversation control

Group Size:	5 - 15 per group
Program Length:	4 - 8 hours instruction
Program Format:	Interactive workshop
Pre-work:	No
Certificate:	No



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