



How to handle difficult conversations

Workshop

How to handle difficult conversations

Who it is for

Management level employees wanting to develop or refine their skills in delivering a difficult message to their direct reports, colleagues, or superiors.

What it is about

Managers need to use communication skills to have difficult conversations – to communicate bad news or unpopular decisions, or to reveal something uncomfortable, awkward, embarrassing, or even hurtful. Approaching a difficult conversation however – whether it's with a direct report, colleague, or manager – can provoke feelings of anxiety and discomfort.

It requires a solid understanding of what constitutes a difficult conversation and a firm grasp of how to prepare for it in order to turn what normally represents a difficult encounter into a positive experience..

Program overview

Introduction –

This workshop identifies the common challenges of difficult conversations and explores the strategies that can be used to handle them. Challenges can include a subject who's not willing to engage in conversation or who looks to place the blame on you.

By using various strategies and techniques to overcome these challenges, you can keep the conversation on track, manage your emotions, and progress the conversation to produce positive outcomes.

Content –

In this workshop, you will learn to:

- ✓ Identify the guidelines to follow to determine when to have a difficult conversation,
- ✓ Recognize the stages for preparing for a difficult conversation,
- ✓ Identify the appropriate mind-set to have when approaching a conversation,
- ✓ Recognize examples of challenges you may encounter in a difficult conversation,
- ✓ Recognize examples of the steps to take to handle criticism in a difficult conversation,
- ✓ Handle a difficult conversation,
- ✓ Sequence the steps needed to create progress in a difficult conversation,
- ✓ Recognize characteristics of the appropriate communication style for difficult conversations,

- ✓ Recognize the guidelines to follow to come to a mutual understanding of the situation that have been followed in a given scenario,
- ✓ Recognize examples of invitations to dialogue using strength-focused communication
Make progress in a difficult conversation under a given scenario.

Duration –

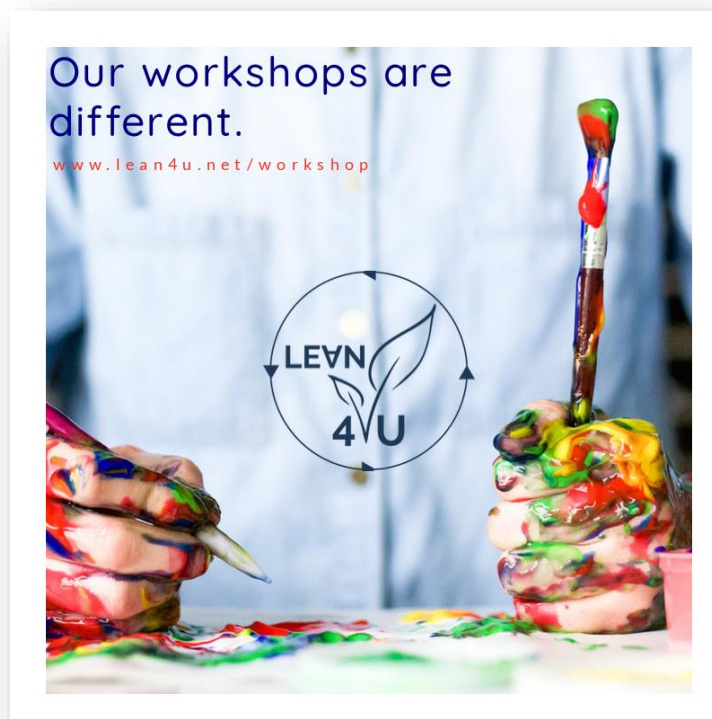
This is a 2-hour online and interactive workshop. Upon request, the content of this training workshop can be split into different chapters and provided through online dedicated training sessions.

What is unique about this program

- The tools: these are practical tools that have been used in hundreds of assignments by consultants and executives.
- The focus on practice through role plays.

Contact

For more information and to register, please contact info@lean4u.net or via our contact form [here](#)
Ask for a quote request [here](#) or book a free 30-min. consultation [here](#)



About Lean4U

Why Lean4U

"You are so complicated to do business with!" – How many times inside out have you heard this? This is a fact, the vast majority of companies - either small, medium or large, struggle with simplicity. In other terms, companies lack agility and flexibility required to give the customer a good reason to come back and enhance customer advocacy.

Lean4U was born with the intention of truly driving simplicity.

Who we are

The Lean4U leadership team is about multi-language people bringing 20+ years of experience in multinationals in area such as Customer Service, Sales Operations, Supply Chain, Logistics, Processes Excellence and Strategy overall.

We promote our consulting activity under the logo Lean4U and website www.Lean4U.net

What we believe in

"Small steps, big returns, ..." – It's not about making big changes, it's about taking actions driving results, every day.

... with the right talent" – A successful application of Lean starts by understanding that improving methods does not mean that people will automatically alter their attitude towards change. This requires developing the right talent on your team to accept changes positively.

What we are passionate about

Simplicity! And of workshop Lean Office, including a high dose of management skills – Leadership, Communication, Emotional Intelligence (EI) and Coaching & Mentoring being at the top of our list.

The combination of the two of them, Lean Office and Management skills, is the path to success.

What we are aiming to

Our reward is to know that we helped you make it happen in meeting your business objectives focusing on Lean Office and management skills, and creating a work environment satisfactory, enriching and rewarding.

What our targeted audience is

From a process perspective, any support functions- or "office-based functions" of any small, medium and large organization such as Customer Service, Human Resources, Accounting, Purchasing, or even Sales & Marketing.

Basically, anyone who understands why creating a great workplace matters and is willing to learn how!