

# Successfully Managing Difficult Conversations

In all aspects of life, the ability to handle difficult conversations constitutes an essential skill for maintaining meaningful and productive interpersonal relationships. Whether delivering bad news, addressing under- or poor performance, terminating a relationship, asking someone to change, or apologising for a mistake, the ability to tackle contentious issues in a calm, balanced, and impactful way is a valued skill.

According to a recent study, 72% of people avoid difficult conversations in the workplace, because they fear the person's reaction and are unable to handle the emotions that may ensue. To "protect" the relationship, most people delay instigating a much-needed conversation, in the hope that the issue will be resolved without intervention. Unfortunately, when sensitive situations are not dealt with in a timely, clear, and considerate way, the problems are liable to escalate and become more difficult to resolve.

Knowing how to undertake difficult conversations and steer them towards a positive outcome can increase productivity, engagement, and loyalty, thereby inspiring people to perform at their best. However, if the conversation takes a wrong turn, its outcomes can include a significant loss of productivity, a breakdown in the relationship, and a negative impact on the business overall.

The ability to get your point across clearly, confidently, and empathetically, whilst simultaneously navigating the emotional complexities of a conversation with poise and ease, is not innate. Mastery in the art of difficult conversations is a crucial attribute in effective and inspiring leaders.

## Outcomes

- ✓ Learn advanced mindfulness techniques, to develop the optimal emotional and mental mindset for achieving fruitful outcomes.
- ✓ Learn to structure conversations wisely, so as to promote a professional, effective, and mindful exchange.
- ✓ Learn to start, maintain, and navigate difficult conversations with confidence.
- ✓ Learn to remain calm and centred whilst defusing the emotional aspects of those conversations.
- ✓ Learn to manage resistance and distractions, in order to keep the conversation on track.
- ✓ Identify common mistakes to be avoided during difficult conversations.

## Delivery Format



In Person



Virtual