



Dealing with Difficult Discussions

a 7-stage model to navigate your way methodically through troublesome topics and resolve differences.. .

What's this about?

Coping with contentious conversations is something we all need to do better. Difficult discussions cause so much conflict and stress in workplaces. Poorly handled, they detract from performance, erode work relationships, misunderstandings multiply, trust deteriorates, productivity plummets and teams turn toxic.

This popular 2-day clinic provides robust, easy-to-use tools and a 7-stage model to navigate your way through troublesome topics more confidently, practising a methodical, step-by-step approach to resolving differences that converts destructive confrontation into constructive conversation. *[Also on-line]*

Learn how to...

- Deal more confidently with difficult conversations
- Work out what's going on in your difficult discussions
- Identify common handling mistakes & how to avoid them
- Raise tough topics without raising so much defensiveness
- Reduce tension & take the heat out of difficult moments

Topics we cover...

- Deciphering the dynamics of difficult discussions
- Common errors we make and how to avoid them
- 7-stages in dealing with difficult discussions
- Distinguishing purpose, outcome and commitment
- 3ANTIX – starting a difficult discussion well
- The 3 E-conversations behind difficult discussion
- Dissecting differences & comparing stories
- Leaping ladders – the invention of intention
- Disentangling intent from impact
- Keeping your BUT out of the conversation
- Facing up to feelings – core of difficult discussions
- Defusing difficult moments & defensive routines
- Moving forward – the commitment conversation

Is this right for you?

This clinic can benefit anyone who wants to learn specific tools and techniques for handling different kinds of difficult discussions more confidently and constructively – managers, team leaders, committee members, project leaders, customer relations officers, community groups, teachers, facilitators, trainers...



“This course is really beneficial in every aspect of your role - fantastic to improve your skills in managing staff for positive outcomes. I strongly encourage others to attend. You'll get a lot out of it. We haven't stopped talking about it since we've been. I've used the tools already – and they really work!” Kelly Hodgman Manager Electricity & Water Ombudsman Queensland

Course Features...

- Practise our simple 7-stage model for dealing with difficult discussions
- Re-script your own difficult discussion cases
- Use conversational formulas to beat blocks like blame & hostility
- Take-away a 100-page 2nd edition of our self-coaching guide with 20 tools and tons of tips
- Do the Difficult Discussion Scorecard based on our 7-stage model to set goals and develop a conversational improvement plan

[REGISTER On-Line](#)

[Download FORM](#)

Course Details...

Duration: 2 days

Fees: \$795 single, \$695 NFP & schools

Other discounts offered by email

Locations & Dates: See our [2014 Course Calendar](#)

Registration: On-line, by Email or Fax