



Tackling Tough Talks

A 1-day fast-track on practical ways to tackle touch talks and deal with troublesome topics...

What's this about...

Difficult discussions are part and parcel of organisation life – whether it's resolving differences with customers and clients, handling conflict constructively in a team or navigating successfully through touchy situations, all leaders need to learn how to deal with them better.

This one-day version of our longer clinic, takes people through some practical, step-by-step process to prepare for, practise and improve the conversations they find most troublesome and challenging and resolve conflict more constructively.

You'll learn how to...

- Start a difficult discussion and raise hard topics more easily
- Use a **7-stage model** to plan and structure difficult discussions
- Identify & correct handling mistakes we make in them
- Practice selected tools to handle difficult discussions better

What we cover...

- Deciphering dynamics of difficult discussions
- What am I like in difficult discussions?
- The 7 stages in a difficult discussions
- Starting a difficult discussion – errors we make
- Dissecting differences, comparing stories
- Disentangling intent from impact
- 3 blockers: Intentions, blame & assumptions
- Feelings: core of difficult discussions
- Tips for defusing difficult moments
- Contribution mapping: replacing blame
- Dealing with defensiveness
- Approaches to resolving difficult issues

Is this right for you?

This is a short version of our 2 day Dealing with Difficult Discussions clinic. It uses the same 7-stage framework but includes fewer tools and less coaching-practice time. It will benefit leaders or team members who don't have time or can't get away to a 2-day program but still want to get a good grounding in the basics of handling difficult situations. It will also benefit those who want a refresher on the general principles of dealing with difficult discussions.



"A very worthwhile, engaging program that was very relevant to me. I wanted to feel better equipped to handle difficult discussions and it helped me identify stages and common mistakes we all fall into when involved in them. It was very well presented, well-paced and very enjoyable with clear and useful tools"
Mike Phillips, Remote Communities Housing Service

Course Features...

- Re-script your own difficult discussion case
- Take-away a condensed version of self-coaching guide with lots of tools and tips
- Do our Difficult Discussions Scorecard based on our 7-stage model to set goals and develop a conversational improvement plan

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Course Details...

Duration: 1 day

Fees: \$495 single, \$451 NFP & schools
Discounts for Subscribers

Locations & Dates: See our [On-line Course Calendar](#)

Registration: On-line, by Email or Fax

