

# Difficult Conversations

Having difficult conversations in the workplace can be challenging, but it is an important skill to develop in order to effectively communicate with colleagues, superiors, and stakeholders.

Understand how to prepare, conduct and implement action steps to have confidence in delivering difficult conversations promoting a healthy and productive work environment fostering positive relations and promoting individual and organisational growth.

## Snapshot

Duration: 90 minute

## Learning Outcomes

- Understanding the importance of preparing for a difficult conversation, including identifying the issue, desired outcomes, and potential roadblocks.
- Identifying ways to maintain focus on the issue at hand and avoid getting sidetracked by irrelevant or emotional topics.
- Developing skills for problem-solving and generating mutually beneficial solutions.
- Learning how to follow up and take action after the conversation, including monitoring progress and ensuring accountability.

## Course Outline

- How to prepare for your difficult conversation
- Conducting your difficult conversation
- Post conversation action steps and follow up