



Difficult Conversations

Program Outline

Overview Many people don't like them, but we occasionally must have them; so how can we make them just that little bit easier and more effective?

In this program, we provide a practical approach to preparing for and conducting difficult conversations with a range of stakeholders, including your Direct Report, Manager, Peer, client and customer

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- Topics**
- Your mindset
 - Preparation and planning
 - Communication skills
 - Probe for understanding
 - Reflection
 - Communication styles
 - The conversation – Red Sky's 4 Step Approach

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- Outcomes**
- Reduced "fear factor" around the conversation
 - Greater control and confidence
 - Practical tool for planning conversation
 - Achieve desired objective of conversation

Duration 1 day for 8 participants (suggested maximum)