



## 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
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**Duration** 1 day for 8 participants (suggested maximum)