



Navigating Difficult Conversations

Overview: This program will show you how to engage in a difficult conversation where tact and assertiveness are needed. You will learn how to balance both as well as how to encourage others to speak up and not shut down. Ultimately, you will understand how to de-escalate emotional conversations to avoid conflict and resentment.

Course Learning Objectives:

- Identify when and how a conversation turns difficult
- Create an effective dialogue between you and your colleagues
- Manage sensitive topics with ease and diplomacy
- Create a safe environment that promotes conversation to reduce conflict
- Reset difficult conversations

Course Agenda

Module One: Conversations That Cause Difficulties

- The Power of Effective Workplace Communication
 - What Does a Skilled Communicator Look Like?
 - What is a Difficult Conversation?
 - Why Learn How to Handle Difficult Conversations?
 - 7 Bigger Challenges
- The Self-Deceptive Decision Matrix
 - Ruminant
 - Exterminate
- The Evasion Complex
 - 3 Signs You're Avoiding a Difficult Conversation
 - Examples of Difficult Conversations
 - It's Difficult If...
 - Spot the Conversations Keeping You from What You Want

Module Two: The Rules

- Decide What You Want to Achieve
 - 4 Questions to Ask Yourself to Know What You Want
 - Refuse to Enter the Self-Deception Decision Matrix
- An Introduction to The Core Principles

Module Three: Core Principles 1 - 3

- Principle 1: State the Problem
 - Self-Talk That Encourages the Self-Deception Decision Matrix
 - Self-Talk That Cautions Confrontation
 - 10 Steps to Effectively State the Problem
- Principle 2: Listen and Question
 - Ask Open-Ended Questions
 - Express Empathy
 - Clarify
 - 4 Ways to Improve Your Listening Skills
 - The Importance of Active Listening
 - Smile
 - Eye Contact
 - Posture
 - Mirroring
 - Distraction
- Principle 3: Acknowledge
 - 2 Benefits of Lowering Defensiveness
 - Case Studies
- Manage Emotions
 - 6 Tips to Help You Manage Your Emotions
 - How to Manager the Other Person's Emotions
 - Strategies for Handling Difficult Emotions in Others
 - 3 Things to Watch Out For
 - Case Studies

Module Four: Core Principles 4 - 6

- Principle 4: Reassess Your Potions
 - 5 Aspects to Consider During Reassessment
 - Know Your Context
 - 5 Types of Context You'll Need to Think About During a Difficult Conversation
 - Physical
 - Relational
 - Pre-existing Knowledge
 - Internal
 - Situation
- Principle 5: Look for Solutions
 - How to Make Suggestions Effectively
 - Phrases to Move the Conversation Forward
 - Understanding Perspectives
 - Compromise and Negotiation
 - Case Study
- Principle 6: Close the Conversation
 - Confirmation
 - Determining Next Steps
 - Thank You Goes a Long Way

- Case Study

Module Five: Your Secret Weapon

- Use the T.A.L.K. Model
 - Tell the Other Party Your Concerns Directly
 - Assess the Information
 - Listen to Gather a Deeper Understanding
 - Kindle a Forward-Focused Solution
 - Case Study
- Four Common Ways to Make Decisions
 - Command
 - Consult
 - Vote
 - Consensus
- Solve the Decision-Making Problem

Module Six: Applying the T.A.L.K. Model to Diversity, Equity and Inclusion Issues

- Stepping Out of Your Comfort Zone
- Sensitivity and Sensibility
- Removing the Barriers
 - Facilitating Discussion