

Magic Ways To Have Difficult Conversations

Course Overview

In the workplace, a difficult conversation is one in which you must manage emotions and information in a sensitive way to deal with a workplace issue. A difficult conversation may involve topics you don't want to talk about, situations where you're not sure what to say, conflicting opinions, circumstances where the outcome is uncertain or discussions which make you feel uncomfortable.

However, having these conversations need not be as difficult as we think. By employing the concept of radical candour, you can build the skills and confidence you need to have these conversations respectfully and effectively

Program Format

This is 3-hour program that can be delivered face-to-face or as a virtual program.

Course Objectives

At the end of this course, the participants should be able to:

- Explain the importance of speaking with respect.
- Examine your personal behavioural and communication preferences.
- Adapt your communication style to suit your audience and speak more assertively.
- Employ techniques to help build your assertiveness over time.

Course Outline

What Makes Conversations Difficult?

Identify the kinds of conversations you may need to have in your organisation and examine the aspects that can make those conversations difficult. Identifying what makes conversations is the first step towards making them easier.

Recognising When to Have Difficult Conversations

Ignoring difficult conversations is usually worse than the discomfort of having them. While you may avoid temporary discomfort, you are usually creating a longer-term problem.

Look at why fear can inhibit your ability to be assertive and prompt us to avoid those conversations.

Assess Your Assertiveness

Complete a self-assessment to determine where you see yourself on a scale from passive to assertive to aggressive.

Once you identify your strengths and development areas you can start to build your assertive capability.

Positive Intentions That Can Have Difficult Outcomes

One of the biggest challenges with difficult conversations is we all have different perspectives. Going into a conversation without understanding the other person's perspective can often have disastrous consequences.

Look at ways to identify the other person's perspective and use that to show empathy.

Embracing Radical Candour

Breakdown of radical candour to have difficult conversations. The notion that if you care personally but still challenge directly you can have conversations that address issues in a way that is respectful and positive.

Ways To Roll Out Radical Candour

Look at six different techniques for utilising radical candour in your conversations.

Begin to develop strategies to personalise these techniques and make them work for you.

