

## Courageous Conversations

Half-day workshop 9:00am – 1:00pm



### What's it about?

Have you experienced that feeling of dread when you need to have a conversation you really don't want to have, or an important conversation which you think will trigger a negative reaction?

This practical workshop focuses on building the skills necessary for engaging in difficult conversations. You will learn the tools, strategies and techniques to be a successful communicator, confidently address negative behaviour, maintain effective relationships, and achieve positive outcomes.

### Benefits:

- When dealing with difficult conversations learn how to establish a positive intent and a desired outcome.
- Use communication skills to influence and reduce conflict.
- Gain skills to communicate positively with people and strengthen individual and team resilience.
- Turn difficult conversations into successful interactions that enhance communication and rapport.
- Find your way back from conflict through mutually successful outcomes.

### This interactive workshop will explore:

- **Difficult conversations** – what makes them difficult and how to recognise and overcome barriers to effective communication.
- **Impact on business** – why not having these conversations can negatively impact staff performance and productivity, not to mention trust.
- **Emotional Intelligence** – how to manage your emotions and responses before you attempt to manage others.
- **Active listening** – become a truly active listener and why it's important for communication success.
- **Eight top tips** – before, during and after courageous conversations.
- **How to move forward** after a difficult conversation, and ensure the lines of communication remain open.