

Challenging Conversations

Communication skills are essential in today's highly collaborative workplace. And communication skills training can transform those difficult conversation, those crucial conversations into productive conversations. This course equips participants with the important skills needed for all of their conversation challenges.



COURSE: In this communication skills workshop, participants will learn how to deliver difficult messages to others in a way that supports the relationship yet is clear and straightforward. They will learn how to diffuse a contentious situation by focusing on the problem and not the person and develop strategies for dealing with difficult personalities and deliver both positive and constructive behavior-based feedback.

LEARNING OUTCOMES

After attending this workshop participants will be able to:

- Understand the drivers of conflict and how our preconceived notions actually create unnecessary tension
- Learn new tools for handling difficult conversations effectively
- Avoid wasting time and energy on holding in your feelings
- Learn how to set up the opening of a difficult conversation more effectively
- Increase your ability to manage your emotions during difficult conversations

FORMAT AND DATES

This live instructor-led course is delivered virtually via Zoom in two half-day sessions. Participants will also have access to Loeb's myQuest self-paced learning platform.

PRICE

\$875 per participant. Discounts available for organization who participate in our Learning for Success program.

PROGRAM OUTLINE

Pre-work: Self-paced learning – Reflection and Self-assessment

Module 1: Introduction to the 8 Principles of Conducting Challenging Conversations

Module 2: Deep dive into the First 4 Principles

Module 3: Deep Dive into the Last 4 Principles

Module 4: Applying the Principles Effectively