

Managing Challenging Conversations

Duration: 1 Day Course Code: GK831177

Overview:

Master Difficult Conversations in Business!

Unlock the skills to confidently navigate tough topics in professional settings. In this dynamic 1-day course, you'll gain practical tools and fresh insights to manage conflict and handle the conversations we often avoid. Discover how emotions shape dialogue, learn to overcome hesitation, and develop the ability to truly listen and see the bigger picture. Walk away prepared, empowered, and ready to lead with clarity and empathy.
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Target Audience:

- Anyone interested in strengthening communication skills and knowing how to deliver a challenging message
 - Managers, Individual contributors, Team Leads
 - Business Analysts, Business Systems Analysts
 - Project coordinators, analysts, leaders, team members, and stakeholders
 - Team Leaders, Product Managers, Project Managers, IT Managers, IT Leads
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Objectives:

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| ■ After completing this course, participants will learn: | ■ Deal with emotion surrounding challenging conversations |
| ■ Hidden costs associated with putting off challenging conversations | ■ Steps to defuse tense and or emotional situations |
| ■ Prepare for and start challenging conversations | ■ Suggestions for dealing with various types of difficult people |
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Prerequisites:

No formal prerequisites; basic communication or workplace interaction experience is recommended.

Testing and Certification

None

Follow-on-Courses:

None

- GK831172 - Strong and Effective Negotiations
 - GK831173 - Growing Work Relationships at Work Positively
 - GK831174 - Performance and Employee Accountability
 - GK831175 - Employee Emotional Intelligence
 - GK831176 - Managing Customers Successfully
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Content:

Module 1: Beginning a difficult Conversation

- Interpersonal Communication
- The Communication Loop
- Types of communication
- Active Listening

Module 2: Influence

- Influence, Power and Authority
- Types of Influence Styles
- Understanding How to influence

Module 3: Conflict

- What is Conflict?
- Constructive Conflict vs. Destructive Conflict
- Dealing with difficult people
- How to work with someone effectively
- Emotional Intelligence

Module 4: Putting it all together

- Managing the Real Conversations that Take Place During Every Interaction
- Steering the Conversation to Maximize the Outcome
- Beginning a Difficult conversation
- Close

Further Information:

For More information, or to book your course, please call us on 0800/84.009

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www.globalknowledge.com/en-be/