Navigating Difficult Conversations

Duration: 1 Day Course Code: GK821780 Delivery Method: Virtual Learning

Overview:

Constructively address stressful situations in difficult conversations.

This course provides a framework and techniques to help develop actions when facing difficult conversations. Students will gain confidence in their ability to constructively address stressful situations.
They will also assess their own conflict management styles and learn tools and techniques to reframe discussions to yield more productive outcomes.
This course has been approved for 7 PDUs | 7 CDUs.
NB - PREWORK: Participants will be provided a link to take an online personal conflict management style assessment prior to class.

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Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

Target Audience:

Anyone who is ever faced with conflict and related difficult conversations.

Objectives:

- At the end of this course, participants should be able to:
- Identify diffucult conversatios components
- Anticipate difficult conversations
- Recognize Conflict management styles
- Understand their own preferred style(s)
- Prepare using MAI2 Fframework

Prerequisites:

Testing and Certification

Follow-on-Courses:

No specific recommendation.

Content:

Difficult Conversations and Conflict

- Conflict defined
- The role of conflict in difficult conversations
- Types of conflict
- Changing our view of conflict

Contributions to Difficult Conversations

- How we filter our conversations
- Things we can and cannot control

Conflict Management Styles

- 5 Conflict management styles
- Reviewing individual assessments

MAI2 Framework for Difficult Conversations

- MAI2 Framework overview
- Review of each of the framework components
- Benefits of MAI2 Framework

Practice using MAI2 Framework as a conflict management technique

Additional Information:

Online assessement prior to the course Digital course book

Further Information:

For More information, or to book your course, please call us on +1 (800) 268 7737

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