

'It is our actual experience which makes the difference to the training.'

Preparing For Difficult Conversations

Half-day and one-day workshops available

This course is suitable for anyone whose work involves giving unwelcome news or potentially upsetting information to colleagues, clients or members of the public. The skills are particularly relevant for supervisors, team leaders and new or aspiring managers.

You'll be taught how to use a range of effective preparation techniques and advanced communication skills to help you plan what you want or need to say, as well confidence-boosting strategies to help you manage those conversations professionally, rather than delaying or avoiding them. Some of the topics you'll cover include: understanding the cost of doing nothing; planning your opening statement; the importance of timing and choosing the right venue; using positive body language to support your message; understanding cultural differences in communication; strategies to help with difficult phone conversations; and setting clear boundaries and guidelines for acceptable behaviour and language.

Learning outcomes

In this course, you will learn how to:

- use planning tools to help you clarify your thoughts and set objectives
- use self-awareness to keep your own emotions and language in check
- use key listening and questioning techniques to build trust and empathy
- use positive body language to defuse conflict and support your verbal message/s
- modify your communication strategies for difficult phone conversations
- appreciate the role cultural differences can play in derailing effective communication
- set clear boundaries and guidelines for acceptable behaviour and language
- follow-up appropriately from a difficult conversation.

As with all our ACIM short courses, this is a very interactive program. Our facilitators use well-paced presentations, practical group activities and discussions, and individual planning exercises to help you stay focused and engaged right throughout your training. You can also take part in optional role plays, if you would like extra assistance in developing your skills. Many participants find that practising their responses is a helpful way of building confidence.

How can you put your new skills to good use?

This course is designed to be hands-on and very practical so you can apply your new skills at work and benefit from them immediately. In particular, it will help you to improve your planning, communication, problem-solving, leadership and resilience skills.

Check out our website for course dates and locations.

Tailored programs for specific organisations are also available.

For more information, please email: contact@acimsolutions.com.au