

OUTLINE

Managing Difficult Conversations

Lesson 1

Course Overview

- Getting To Know
- About the Workshop
- Learning Objectives
- Personal Objectives

Lesson 2

Choosing to Have the Conversation

- Considering the Consequences
- Frame of Reference
- Establishing Positive Intent
- Identifying the Desired Outcome

Lesson 3

Toolkit for Successful Conversations

- Managing Your Body Language
- Speaking Persuasively
- Active Listening
- Asking Questions
- Probing Techniques

Lesson 4

Choosing the Time and Place

- Good Meeting Place

Lesson 5

Framework for Difficult Conversations

- Seven Step Framework for Difficult Conversation
- Creating a Conversation Template

Lesson 6

Staying Safe

- How to Handle Conversation

Lesson 7

Testing the Waters

- Difficult Conversation Role Play

Lesson 8

Workshop Wrap-Up

- Personal Action Plan
- Recommended Reading List
- Course Evaluation
- General Evaluation
- Final Thoughts