

Managing Difficult Conversations

This training course will help you to improve your ability to manage difficult conversations with colleagues and clients. It will help you to identify the best method of relaying information, taking into account the message and the individuals involved and enable you to improve your communication skills through practical application.

There is also a focus on helping you to handle the communication of difficult messages to sometimes difficult individuals. The key focus is ensuring you have the confidence, knowledge and skills to effectively communicate to your clients and colleagues.

Course objectives:

- ✓ Learn how to identify the best method of communicating a difficult message
- ✓ Practice how to effectively structure and then communicate a difficult message
- ✓ Learn techniques to overcome personal barriers when communicating difficult messages
- ✓ Learn how to manage awkward behaviours and difficult personalities
- ✓ Practice how to facilitate effective communication sessions