

EQ8

Workplace Mediation

Creative Conflict Resolution

**HANDLING
DIFFICULT
CONVERSATIONS
TRAINING**



Handling Difficult Conversations

Cost

One day, 6 hours £1,600 for two trainers. Interactive training for up to 12 managers to attend.

Course Outline

Effective communication skills are a pre requisite to building rapport and reducing the potential for conflict, and are an essential part of any manager's toolkit. This one day workshop equips team leaders and managers at any level to handle difficult or sensitive conversations in the workplace. These conversations could be with direct reports or peer colleagues and might range from giving feedback where performance is not at the expected standard, to addressing more sensitive issues such as behaviour or, appearance at work.

This workshop is delivered by EQ8 associates who have experience in management and mediation. The workshop is highly interactive, giving attendees the opportunity to use an example of conversations which they have found challenging, and to understand how these can be framed to achieve the desired outcome.

Course Objectives

- An improved understanding of the personal dynamics in the workplace
- Rapport building skills with colleagues during challenging conversations
- Some effective communication tools and techniques to use in the workplace
- Increased confidence to give feedback to colleagues and tackle sensitive issues

Pre workshop – one week before

Participants are given the opportunity to identify a challenging conversation which they will be having in the near future and to provide brief details on the attached form. Alternatively participants may prefer to identify a conversation which did not go as well as it could have done and use the workshop as a safe learning environment to reflect how they could build their capacity to approach similar situations with more confidence in future.

This information will be used to tailor the workshop to attendees' particular needs, so the programme for the day is flexible.

Course Content

- An introduction to workplace relationships
- Exploration of what makes challenging conversations difficult
- Key skills for better communication
- Opportunity to practice challenging conversations
- Reflections on learning
- Consolidation and action plan

At the end of the course participants will

- Have an increased understanding of personal dynamics in the workplace
- Have greater rapport building skills
- Be able to communicate more effectively using new tools and techniques
- Have increased confidence with having difficult conversations

About EQ8 Mediation

Our training provides a level of expertise and knowledge not readily available in most organisations. We can address the specific needs of your organisation through a bespoke training package that caters for your particular requirements and will educate, motivate and engage your workforce.



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[**www.eq8mediation.co.uk**](http://www.eq8mediation.co.uk)