

## Mastering Tough Conversations

Being able to masterfully prepare for and engage in tough conversations is an essential workplace skill. It is invaluable in maintaining positive team relationships, managing interpersonal conflict and boosting your confidence to speak up.

This interactive and highly practical full-day workshop will give you valuable techniques and strategies that will make it easier for you to handle tough conversations. You will learn how to prepare for a tough conversation, get the conversation off to the best possible start and manage your emotions.

### Learning Outcomes:

- Discuss what makes a conversation tough.
- Explore how to best manage your and others' emotions successfully
- Describe how to effectively structure the opening of a tough conversation
- Apply effective listening and questioning skills to gain agreement and commitment
- Explain the importance of body language in the listening process
- Distinguish between passive, assertive and aggressive behaviours
- Apply assertive communication techniques to express your feelings, needs and wants in an open and non-threatening way
- Describe how to plan effectively prior to delivering feedback
- Identify personal goals for speaking up with confidence.

### Facilitator:

Gerard Murphy, Barefoot Facilitation Inc.

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