



Training ♦ Facilitating ♦ Coaching
Team Success

FIVE STEPS FOR DEALING WITH DIFFICULT CONVERSATIONS

Purpose: To provide a five-step process that builds confidence and offers a game plan for the next time you know you need to talk with someone about something important, but are afraid to do it.

Objectives:

- Identify challenges and fears in dealing with difficult conversations
- Utilize an easy five-step process for dealing with difficult conversations
- Increase confidence in one's ability to handle the next difficult situation instead of avoiding it

What Are Difficult Conversations?

- ◆ Types of difficult conversations
- ◆ Three options for dealing with a difficult conversation

The Five Steps for Dealing With Difficult Conversations

- ◆ Understand the five steps and how each step builds on the previous step
- ◆ Overcoming the challenges

Mastering the Five Steps

- ◆ What you must be willing to do
- ◆ Practicing the five steps
- ◆ Creating an action plan for success

Methodology: This is an experiential program which combines short lectures and exercises that are relevant to the participants and the topic.

Recommended Length and Size: Four to six hours depending on the depth and needs of the client.