

Live Webinar - Managing Difficult Conversations/Situations

Course Duration: 3 hours

Maximum 10 Delegates

About the course

Navigating challenging conversations is integral to fortifying business relationships, requiring finesse and expertise. These interactions possess the potential to either fortify or weaken professional connections. This course is designed to equip participants with the essential skills to adeptly manage these complex dialogues, ensuring that business relationships remain robust, trust endures, and respect is earned.

Course Objectives

Upon completion of this course, delegates will be proficient in:

- Explaining the intricacies of challenging conversations and their underlying reasons.
- Understanding and interpreting behavioral patterns in difficult situations.
- Managing conversations adeptly without being swayed by emotions.
- Implementing the DESC technique to navigate towards win-win resolutions effectively.

Course Content

- Understanding Difficult Situations:
 - Analysing the dynamics behind challenging conversations.
- Root causes of conflict and challenging behavior:
 - Exploring the underlying triggers and motivations.
- Mastering body language:
 - Proficiently interpreting and utilising non-verbal cues.
- Person-problem separation approach:
 - Effective strategies for detaching emotions from the issue at hand.
- Maintaining professional composure:
 - Strategies for maintaining a poised and controlled demeanor, preventing personalization of issues.
- DESC technique mastery:
 - Practical application of the DESC (Describe, Express, Specify, Consequences) technique for achieving mutually beneficial outcomes.