

## Conversations not confrontations

Have you ever wished you could transform a conversation from an antagonistic exchange into productive dialogue? Or that you could more effectively get across your message in such a way that it can be heard even when tensions are high? This three-part virtual course will offer tools and skills-based learning to enable you become even more effective at handling challenging conversations.

The course will be structured as two ninety-minute interactive online sessions with an Action learning set (or group coaching) and a reflection exercise in between. The workshops will blend content and tools with skills practice and reflection on typical real life case situations from your own experiences.

### Who should attend?

Anyone who has to conduct challenging conversations as a part of their job, deal with customer complaints or handle tense situations.

### Course objectives:

Successful completion of this course will result in:

- The ability to prepare well for a challenging conversation
- Increased skill in holding challenging conversations
- An understanding of the nature of conflict
- More effective customer interactions taking place more often
- Better communication skills evidenced
- Increased confidence around challenging conversations.

### Content will include:

- Understanding the nature of conflict (the neuroscience of conflict)
- How to move from judgement to co-operation
- Level two listening skills
- Managing (customer) expectations
- Conflict mapping tool
- Group coaching
- Reflection and discussion