
Courageous Conversations Overview

Difficult conversations are an unwelcome but unavoidable part of life. Research shows that a little training can improve anyone's competence and confidence significantly. In this hour virtual session, we'll cover how to prepare for a difficult conversation you might have coming up; techniques for managing yourself and the conversation and tips for following up.

Content:

- How to plan; what can be planned; what needs to be left unplanned until you hear the other person's perspective
- Managing the conversation itself. Important details like opening lines and listening skills
- Concluding and following up. How to finish the conversation, managing expectations about follow up, returning the relationship to normal
- Understanding the psychology of conflict. How does the stress of conflict influence behaviour, how can you manage your own behaviour and help the other person behave well
- Conflict modes. Habitual responses to conflict; benefits and risks of each approach. Knowing what approach to use and why.

Please note that this sessions briefly covers some of the material contained in the one day face to face session on Conflict and Difficult Conversations.

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