

# Handling Difficult Conversations

Course Code: COPING | Duration: ½ Day



## COURSE AIMS:

How to produce positive outcomes from challenging situations, and how to manage difficult conversations. This programme gives greater insight into human behaviour, identifying why some people are difficult and how to have the conversations with these different types of people.

## COURSE PRE-REQUISITES:

This programme is for you if you need to understand, manage or deal with challenging people, especially if you are in the position of needing to have difficult conversations.

## COURSE OBJECTIVES:

On completion of this course delegates will be able to:

- Recognise the characteristics of difficult people
- Understand how to manage conflict better and gain a deeper appreciation of own style
- Demonstrate the essential skills and behaviours needed to deal with difficult situations and people
- Learn techniques to identify and change behaviour – both your own and others
- Learn how to communicate in difficult situations
- Learn effective techniques to plan and prepare the conversation

## COURSE CONTENT:

### Introduction and Objectives

#### Types of Behaviour

- Identifying “difficult” people
- Why are people “difficult”?
- Managing “difficult” situations
- Managing conflict - Kilman

#### Essential Skills for Dealing with Difficult Conversations

- Communication skills
- Listening and questioning techniques
- Giving and receiving feedback
- Dealing with reactions
- Developing assertiveness techniques
- Verbal and non-verbal communication

### Managing your own Defence Mechanisms

- Step by step techniques for changing behaviour
- Managing the amygdala

### Practical Exercises

- Assertive techniques and feedback
- Agreeing SMART objectives
- Examples and practicing the conversations using the PRO template
- Small group exercises

### Action Planning

For more information

Call: 0800 101 7101

Email: [info@keytraining.co.uk](mailto:info@keytraining.co.uk)

