

# Difficult Conversations

Difficult Conversations are part of every manager's job. Whether it's delivering bad news, telling a customer about a price increase, or admitting to the boss that a project is running behind schedule, these are conversations we all want to avoid. Addressing something as simple as someone's poor attendance record isn't always so simple. It's awkward on so many levels – either because we're not exactly sure how to say it, or we're concerned about how what we say will be received. But avoiding issues like this can have even worse results.

In this program, we focus on some of the “basics” of communication – listening and questioning – and apply them to some of the toughest situations a manager will face. We practice a number of scenarios that will help participants get results *and* keep their relationships intact.

## PROGRAM OBJECTIVES:

- Help managers face their “fear” of difficult conversations
- Prepare for, but don't script, the conversation
- Keep a positive attitude about the person and the outcome
- Know when and how to escalate issues

## PROGRAM LENGTH:

Half day

## TARGET AUDIENCE:

This program is designed for anyone who manages others.