

Managing Difficult Conversations

09:30 **Registration and Refreshments**

09:45 **Welcome, introductions and context setting**

10:00 **Human communication**

- Verbal and non-verbal communication
- Influences on communication choices
- How conversations work

The relationship between communication and behaviour

- Subjective experience
- Assertive, aggressive and submissive behaviours
- Transactional analysis

11:00 **Refreshments**

11:15 **Personal power and impact**

- Personal motivators and personal power
- Verbal self-defence
- Keeping cool under fire

Communicating with impact

- Language choices
- Listening with purpose
- Focus on objectives

The language of influence

- 6 factors that influence
- Nudge
- MINDSPACE

12:45 **Lunch**

13:30 **Dealing with conflict**

- Types of difficult behaviour
- The ten commandments of confrontation
- Managing conflict ethically and sensitively

Managing 'difficult' conversations

- Understanding what's 'difficult'

- Developing strategies for success
- Making experience count

14:45 Refreshments

15:00 Giving and receiving feedback

- Making feedback work both ways
- Keeping it objective
- Using feedback to achieve impact

Maximising influence and impact in different contexts

- Making the right choices
- Strategies for influencing
- Assessing impact and learning from experiences

16:15 Review

16:30 Close

