



Confident Conversations Course

ONE DAY WORKSHOP

Communication Skills to Deal With Difficult Situations

Why 'Confident Conversations'?

- Dealing with difficult workplace conversations confidently enhances personal effectiveness and builds trust.
- Everyone, regardless of their role, can have a positive influence on the outcome of difficult workplace conversations.
- This course is designed to help you manage heightened emotion or disagreement in difficult or unexpected situations, and seek positive outcomes to maintain healthy relationships and workplace productivity.

Course Content and Skills

This engaging and practical full day workshop provides a blend of facilitator-led learning, small group discussion and scenario practice activities, and covers the following key content areas:

- Learn and practice the Confident Conversations Framework
- Develop communication awareness around blind spots and triggered reactions
- Defuse defensive reactions and manage personal defensiveness
- Learn how to use clear, concise language to clarify issues and intentions
- Understand others' perspectives through effective questioning and listening
- Apply skills to keep a difficult conversation on a productive path
- Understand communication preferences and the importance of versatility

Post Workshop Learning Support

Digital Workshop Materials

A digital Quick Reference Guide & Workshop Slide Summary will be supplied to participants to support the ongoing application of the skills and strategies covered in the workshop.

Individual Coaching Sessions

To consolidate the learning and the application of the skills, individual post workshop coaching discussions of 30-45 minutes are included for participants. Details to be provided at the workshop.

Learning Bytes

Participants will receive 10 Learning Bytes via text message over a 3 week period. These 2-3 minute interactive mini-modules help consolidate the learning from the workshop.

VENUE: Level 9, Bright Alliance Building, corner of High & Avoca Streets, Randwick

TIMING: 8.30am - 4.30pm. **REGISTRATION:** From 8.15am.