

# Difficult, Direct & Daunting Conversations



HR Edition 

## *Tools for Managing Difficult Conversations & Getting Results!*

Have you ever experienced the following?

- Difficulty in getting your message across when emotions run high and communication gets uncomfortable?
- Walking away from a conversation wishing you had said something that you are now finding easy to articulate?
- Trouble trying to communicate your thoughts to someone who dominates the conversation.

If you can relate to any of the above then **'Difficult, Direct and Daunting Conversations'** is for you. This is an advanced communication workshop that equips you with the necessary tools to handle high stakes, high emotion and intimidating conversations.

Whether you need to understand the key strategies to diffuse tension, positively influence uncomfortable communications or find mutual purpose and critical resolve, then this workshop is for you. The special HR Edition is tailored for HR professionals who need to manage high level conversations on a regular basis.

## Designed for?

- This course is a must for individuals who desire to influence and manage dialogue that has the potential to cause stress and conflict.
- Those who are looking for techniques to communicate more confidently and accurately in a HR role.
- It will benefit anyone who desires to improve open and honest communication in a way that brings effective solutions.
- This is applicable for those working in any organisational role or level.
- An ideal group size is 6 - 15 participants.

### Key Learning Outcomes

- ✔ Know how to defuse any low to high level emotional communication.
- ✔ Understand your unique communication and stress style.
- ✔ Understand the key phrase and set up statements required to communicate at high levels of effectiveness.
- ✔ Pattern interruption techniques to gain back dialogue control.
- ✔ Understand a higher level of self awareness to manage emotions of yourself as well as others.
- ✔ Apply the key methods involved to communicate the best response in any situation.
- ✔ Acquire the knowledge and tools to work with a range of communication styles.
- ✔ Learn mapping and preparation methods so you are always ready to communicate in tough situations.
- ✔ Tools to help the other parties involved to communicate more effectively.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

Contact Us

 1300 762 461

 [info@calcorporatesolutions.com.au](mailto:info@calcorporatesolutions.com.au)

 [calcorporatesolutions.com.au](http://calcorporatesolutions.com.au)