

Difficult, Direct & Daunting Conversations



Tools for Managing Difficult Conversations & Getting Results!

Health Edition 

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 so, '**Difficult, Direct & Daunting Conversations**' program could be just the workshop for you or your team.

This workshop has been specifically designed for a busy health practice team, equipping participants with the necessary tools to handle high-stake, high-emotion and difficult conversations.

Your team will learn the keys to diffusing tension, positively influencing uncomfortable communication or finding mutual purpose and critical resolve to improve working relationships, all with easy-to-apply, practical strategies.

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.
- 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 Health Sector role.
- An ideal group size is 6 - 15 participants.

Key Learning Outcomes

- ✓ The key signals that you need to know to manage yourself effectively in uncomfortable communication.
- ✓ How to identify and develop communication strategies that work with all personality & communication styles.
- ✓ How to manage your emotions and the emotions of the other party.
- ✓ Use effective defusing techniques when things get heated or emotional.
- ✓ How to identify masking and dishonest closed communication and make it honest.
- ✓ The keys to managing dominating and pushy communicators.
- ✓ Ways to identify the real drivers of the conversation agenda.
- ✓ How to bring sensitive and constructive feedback to potential poor reactions.
- ✓ Creating the right dynamic for building positive rapport.

Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day




1-Day



Coaching

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