



Communications & Conflict Series

Managing Difficult Conversations

Summary

With organizations scrambling to adapt to a changing economy, managers need to be able to hold skillful, timely, difficult conversations. For daily work to proceed with minimal disruptions, and maximum input from all of its stakeholders, the capacity and skills for managing difficult conversations has become a key competency.

Whether delivering difficult news, giving tough performance feedback, or changing policies, the reticence most managers feel about having difficult conversations with employees is common. We named this reluctance “the avoidance syndrome.” It causes frustration and low morale, poorly made decisions, stalled projects and loss of motivation.

Unlike many communication skills training courses, this workshop facilitates learning how to work with the wide range of emotions that people experience while having difficult conversations.

Managing Difficult Conversations can be especially helpful in facilitating major organizational changes and/or the rollout of new processes, providing managers with a specific framework for having these challenging conversations. Case studies can be easily customized to your organization’s specific situation.

Who Should Attend

Managers and other professionals who are faced with discussing difficult issues on a regular basis.

Structure

Managers and team leads will spend a half-day learning how to create a rational framework for dealing with emotions that often feel irrational and difficult to work with. In addition, participants will practice a 5-Step Model for moving through difficult conversations.