

Managing Difficult Conversations

We have so many interactions in the run of a day, it's reasonable to expect that some of them are going to be difficult. Whether these are conversations that you have in person, or you manage a virtual team and need to speak with someone in another city, there are things that you can do to make these conversations go smoothly. This training will give you the tools to manage difficult conversations and get the best results possible out of them.

What Will Students Learn?

- ✓ How to define their frame of reference
- ✓ How to establish a positive intent and a desired outcome
- ✓ Good communication skills
- ✓ How to draft a script for a difficult conversation
- ✓ Use specific steps to carry out a difficult conversation
- ✓ How to access additional resources as required
- ✓ How to maintain safety in a conversation

What Topics are Covered?

- ✓ Choosing to have the conversation
- ✓ Toolkit for successful conversations
- ✓ Choosing the time and place
- ✓ Framework for difficult conversations
- ✓ Conversation template
- ✓ Staying safe
- ✓ Role play practice

What's Included?

- ✓ Instruction by an expert facilitator
- ✓ Small, interactive classes
- ✓ Specialized manual and course materials
- ✓ certificate of completion

Pre-Registration Information

Yes! I would like to attend **Managing Difficult Conversations!** Sign me up for the following session:

- 310 Oak Avenue, NBS Building 3rd floor Randburg.
- Accreditation : SETA : 12255
Bankseta : Bank-Corne180502
- All Training are from 9:00 a.m. until 3:30 p.m.
- Cost: Per person. Kindly contact the call centre
- Timeframe : 1-2 days



www.cornerstonehr.co.za

Address: 310 Oak Avenue, NBS Building 3rd Floor Randburg. Tel: 011 038 6367/ 011 038 6630
www.cornerstonehr.co.za Email: stephane@cornerstonehr.co.za

Banking Details

Account Name : Cornerstone Supreme
Account Number : 62653109283
Bank : FNB
Branch Code : 620