



WHAT WILL YOU LEARN?

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 one-day workshop will give you the tools to manage difficult conversations and get the best results possible out of them.

WHAT SKILLS WILL YOU DEVELOP?

- Define a frame of reference
- Establish a positive intent and a desired outcome
- Draft a script for a difficult conversation
- Use specific steps to carry out a difficult conversation
- Access additional resources as required
- Maintain safety in a conversation

WHAT IS INCLUDED

Instruction by an expert facilitator and course materials



Does your organization see a need to create a strong Learning culture of sharing, knowledge retention and talent retention advantage? We hold 20 years in Corporate Training standing firm as the provider of dynamic training experience from Needs Analysis, to Design & Facilitation of your learning to Evaluation and Support. Find out how we can help your organization be the leader in investing in your people today. [+1 905 914 0029](tel:+19059140029) ella@ellabates.com
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