



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

WHY TRAIN WITH US?



At ellabates.com, we hold 20 years in Corporate Training standing firm as the provider of dynamic training experience utilizing our guaranteed corporate training success formula, trainingx3. www.ellabates.com 905 914 0029 www.trainingx3.com

TrainingX3™

Our proprietary TrainingX3 method provides 3 huge advantages of Knowledge Retention, Transfer and Structured Support. This powerful designed Improves productivity & adherence to quality standards, enhance employee skills & abilities, boost staff adoption of management's strategic goals, amplify ability & responsiveness to change, help turn plans into actuality, fill the knowledge gaps to boost staffs' position portfolio. With our guaranteed corporate training formula, we will give your organization the Learning Culture to Retain & Attract talent by investing in your people with our dynamic training facilitation.