



Workshop

Overview

Learning Objectives

Delivery

Duration

Cost

Location

Maximum participants

Navigating Tough Talks

Navigating Tough Talks is a practical and interactive course designed to help professionals approach challenging discussions with confidence, clarity, and empathy. Whether addressing performance issues, managing conflict, or delivering sensitive feedback, participants will learn strategies to remain composed under pressure, communicate with respect and authority, and achieve positive outcomes. Through real-world scenarios and guided practice, this course equips you with the tools to turn potentially tense conversations into opportunities for growth, understanding, and stronger workplace relationships.

- Preparation: Plan ahead, choose the right time and place, and define a clear purpose and desired outcome.
- Active listening: Focus on understanding the other person's perspective before responding, which can prevent misunderstandings and build trust.
- Ask curious questions: Use open-ended questions to gain clarity and explore the root cause of the issue without judgment.
- Stay solution-focused: Frame the conversation as a team effort to brainstorm solutions, rather than dwelling on problems.
- Use a framework: Apply a structured approach to guide the conversation and ensure it stays productive.

Face to face with facilitator or Online via Zoom

1 day

1 day \$3300

Venue to be provided by client

25

