Handling Difficult Conversations

Handling difficult conversations focuses on the skills required to build good relationships, to minimise the risk of conflict and to deal with it in a constructive manner. This highly practical course provides participants with the opportunity to work through real issues based on their own experiences.

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| **Who should attend?**  If you want to become more confident and professional when dealing with ‘difficult’ people and challenging situations at work this is the course for you. Whether you are interacting with customers, colleagues or direct reports, you will learn essential tips and techniques to help you when things are not going to plan.  **Course Benefits**    By the end of the Handling Difficult Conversations Course you will be able to define conflict and how to identify it; explain positions and interests and why conflict is so hard to resolve; identify the stages of conflict and the five methods of dealing with it; and follow set approaches to handle conflict.  **Programme Content**  **Line Manager’s role**  **Difficult topics of conversation**  **The importance of addressing difficult issues promptly**  **The consequence of failing to address the issue** | **Source of conflict**   * Personal difference * Conflicting objectives * Lack of information * Role incompatibility * Environmental Stressors   **Conflict styles**   * Quiz   **Conflict Guidelines – 5 key tips**   * Prepare * Communicate * Listen * Explore * Agree Action – brainstorm possible solution, negotiate a solution   **Dealing with an employee’s difficult attitude**  **Following on from the meeting**  **Test your knowledge** | **Contact information**  **Jeanette Lonsdale**  **HR Consultant**  **First Call HR**  **Tel: +44 (0)7917 333999**  **Tel: +44 (0)1295 720988**  **Email: jeanette@firstcallhr.com** |