



Difficult conversations are often necessary and often avoided. This half-day workshop asks each participant to focus on one difficult conversation that they currently face. They receive guidelines and feedback on how to say it and by the end of the workshop, have a script for what to say. Special emphasis is placed on communicating with integrity and respect for self and others. This optimizes harmonious ongoing communication.

When productive work requires making a request, saying no, delivering bad news, giving challenging feedback or influencing someone who may not appear receptive, communication can be challenging.

This workshop provides a way to navigate between the natural tendencies to either avoid communication, or to speak up in a way that is overly accommodating or aggressive. A model for balanced communication is provided, that limits emotional reactivity and optimizes saying what really needs to be said.

VALUE PROPOSITION

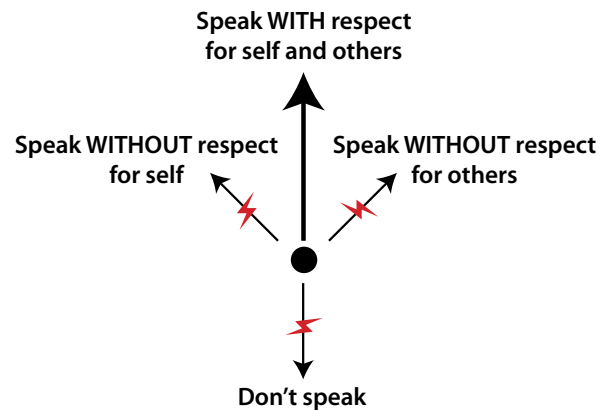
Productivity can be significantly impaired when necessary communication either fails to take place or has damaging results when it does occur. This workshop ensures that individual have the tools they need to speak up and can be with confident of how to do so safely. When necessary conversations take place regularly, the whole organization benefits. The result is:

- Greater productivity
- Less wasted time, energy, and money. (Refer to *The Cost of Miscommunication*, for supporting information.)
- Less potential conflict
- Improved working conditions and teamwork
- Greater employee retention

METHOD

Participants engage in a series of activities and discussions to identify one situation they want to focus on, what they want to say, and the core issue that needs to be addressed. The costs and concerns associated with speaking up (or not) are addressed, including a powerful technique to address feelings of uneasiness.

Participants use a worksheet to create a draft of what they want to say and receive feedback from others. In preparation for the upcoming conversation, they fill out a script sheet and receive another round of feedback and support.



OUTCOMES

- Recognize the benefits of facing difficult conversations
- Find a clear voice that will support continued contact with others
- Recognize limiting communication
- Become familiar with a model for balancing self-care and self-respect, with respect for others
- Practice with a powerful technique for soothing uneasiness
- Receive coaching on how to communicate honestly, clearly and responsibly

INCLUDED COMPONENTS

Additional copies of the worksheet and final script sheets are provided for ongoing support in facing future difficult conversations. A thorough bibliography as well as 33 tips and guidelines are also included to ensure ongoing learning.

This workshop is applicable for all levels in an organization and is an excellent introduction to applied communication skills. It can also be customized for specific communication challenges and issues that are specific to your organization.

The **PRECISION COMMUNICATION** training is a natural follow-up to this workshop.