

## Conflict and difficult conversations

### Overview

#### Description:

Difficult conversations present some of the most challenging aspects of management. But there are a range of techniques which can support you in planning initiating and undertaking conversations addressing poor performance, inappropriate behaviour and a range of other situations. In addition to this there are approaches which can reduce the likelihood that a difficult conversation will be required at all.

During this session you will learn how to:

- Plan for a difficult conversation to ensure that relevant information is to hand and the views of the other person have, as far as possible, been anticipated
- Understand your own preferred conflict mode
- How best to begin a difficult conversation
- Undertake a difficult conversation in a controlled and constructive way; ensuring that corrective action is agreed and acted upon
- Use insights into psychology and conversational style to maximise the chance that communication will be clear and effective

#### Content:

- Thomas-Kilman conflict modes
- Fundamentals of planning and undertaking a difficult conversation
- Judy Ringer Preparation Techniques
- Common Mistakes often made

#### Benefits to you and your organisation:

After attending this session attendees should understand the theory and practice of difficult conversations. They will be able to:

- Set the tone for behaviour in their area of responsibility
- Understand the management needs of a range of staff and respond to those needs
- Prepare effectively for a difficult conversation
- Undertake difficult conversations competently and with confidence
- Understand how to use psychological techniques and conversational style to establish rapport and minimise the risk of communication failure

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