



## Having Difficult Conversations

Having difficult conversations is a skill that everyone needs to learn. Because a well thought through and actionable conversation drives performance and establishes clear outcomes and standards for all your stakeholders. Your challenge is to learn to do this so that you can act swiftly and effectively while preserving relationships and driving projects forward.

Attend this workshop to learn a clear framework, to practice core skills and to gain confidence when having a difficult conversation.

### How do I know I should attend this workshop?

1. Do you ever fail to have a difficult conversation because you don't know how to?
2. Has a tough conversation ever gone wrong for you?
3. Have you ever walked away from a difficult conversation thinking 'I could have done that better'?
4. Would you like to feel more confident when you're having a difficult conversation?
5. Has a close work colleague or partner ever said 'I don't want to hear about this person anymore'?  
Then suggested you just deal with it?

If you answer yes to most of these five questions, then this workshop is for you.

### What will I do?

You will cover:

- Understanding why this skill matters
- Using the robust framework for guiding a difficult conversation
- Practicing key skills that help explain your situation
- Role-playing some difficult conversations
- Giving and receiving peer feedback

### What are the outcomes?

By the end of this workshop you will have:

- Understood, used and embedded a framework for having difficult conversations
- Reviewed and rehearsed key skills associated with having difficult conversations
- Role-played handling your specific situation and/or a case study
- Given and received peer feedback
- Gained confidence to have a difficult conversation that needs to be had



## How do I prepare?

**Please come with a difficult conversation you have had or are preparing to have. Ideally you would like the opportunity to improve the way you handled it (or could handle it).** Make sure it's something you would be happy to share within the group.

## Who is iOpener?

We develop people and organizational performance through the power of happiness at work.