

# HOLDING DIFFICULT CONVERSATIONS

LIVE VIRTUAL

## TARGET AUDIENCE

Any and all workplace leaders who want to make a difference and realize the crucial nature of the conversations they hold; especially the more challenging conversations with high stakes.

## LIVE VIRTUAL WORKSHOP

Two 90-Minute Virtual Sessions  
Direct Access to Senior Facilitator  
Access to Online Moxie Toolbox

Every interaction you have is an opportunity to impact - positively or negatively - the the commitment and capability of those with whom you work. Many of these interactions are challenging and carry high stakes. This one day workshop covers the skills and processes used to initiate and hold difficult conversations and resolve challenging, people-related problems. It is a highly interactive session that teaches skills for effective listening, giving information and feedback, diffusing defensiveness and emotional situations and provides a step by step approach to problem solving.

## YOU WILL LEARN HOW TO:

1. Recognize the Importance and Power of Difficult Conversations.
2. Practice and Apply a Proven Format for Holding Difficult Conversations.
3. Lead Yourself Well When Defining Moments Occur.
4. Set the Context for All to Succeed.
5. Master Skills for Gaining Mutual Understanding.
6. Transform Your Interaction Skills Where It Matters Most.

## WORKSHOP AGENDA:

### SESSION 1

- Welcome and Overview
- Aggressive, Assertive and Acquiescent communication.
- "YOU" Statements and "I" Statements.
- Dealing with both Thoughts and Feelings in Communication.
- Dealing with Difficult Employees and Coworkers.

### SESSION 2

- Five Assertive Verbal Skills.
- Steps for Dealing with Defensive Behaviors.
- Speaking and Documenting in "Behavioral Language".
- Overview of the Seven-Step Problem Solving Process.
- Practice and Application.
- Ensuring Success After the Workshop.
- Workshop Wrap-up.

