



DIFFICULT CONVERSATIONS

A 2-Day Hands-On TMS Experience
Delivered in Live or Live Virtual Classrooms!

Course Description:

The ability to navigate difficult conversations in the workplace is essential in today's government work environment. Whether it be about performance, professional behavior, or personal habits, topics that seem personal to one participant or another can be difficult to navigate. This workshop is designed to improve the ability of government employees and leaders to successfully navigate tough topics to improve performance and the work conditions. Participants gain hands-on experience in applying proven step-by-step techniques to communicate clearly and effectively when the outcome is important, people disagree, and when emotions are a factor.

This instruction presents skill-building modules that focus on the following core competencies: Professionalism, Communication, Body Language, Strategies for Persuasion and Understanding other Perspectives.

Learning Objectives & Topics Covered in this Workshop:

- How to start the difficult conversation
- Assessing the situation in preparation for the difficult conversation
- Use a "difficult conversation" checklist
- Apply techniques to prepare for difficult conversations
- Manage the conversation through blame, avoidance, and negative reactions
- Apply techniques to create productive dialog
- Analyze and use body language with purpose
- Apply effective listening techniques to improve understanding
- Apply techniques to speak more confidently to build rapport and increase understanding of intent
- Use diplomatic language techniques
- Understand communication styles
- How to control emotions and stay on task
- Construct conversations to influence people

Audience: This workshop is designed for all government personnel.

Toolkits:

Receive a **Student Handbook** and **Online Toolkit**, containing tools such as checklist, tips, techniques, and numerous other tools to help you use your new skills immediately.

Additional Information:

CPE Credits: 15.0

CEU Credits: 1.3

Suggested Program

Prerequisites: None

Advanced Preparation: None

NASBA Program Level: Basic

NASBA Field of Study:

Personal Development

Delivery Method: Group Live – Live Virtual Classroom

