

Confident Conversations

Being able to manage difficult conversations well is something we can all improve upon. The challenge is magnified when you're having to have the conversation in a non-physical environment.

When there is a chance that the other person might take what you say the wrong way, be upset or even angered, it is important to put some effort into getting it right.

This high impact session will help build your ability to say what is needed, maintain the relationship and move forwards with confidence.

Participants will:

- ▶ Discover the benefits of having confident conversations
- ▶ Recognise common challenges and how to deal with them
- ▶ Learn how to manage potential negative reactions
- ▶ Build a practical action plan to have a confident conversation in the future

Before attending:

(We'll be using the outputs of this work during the session, so we ask participants to:)

1. Reflect upon times when you've had to have a difficult conversation, what about it made it difficult and how did you manage to have it, if at all? What was the outcome?
2. Consider the positive aspects of having these types of conversations – what can it help with, how can they be beneficial?
3. Remember negative reactions you, and others, have had during these conversations. What happened? How did you/they deal with it?

Session length: 2 hours

