PROFESSIONAL DEVELOPMENT TRAINING

3158 3955

REQUEST QUOTE

1.0 DAY COURSE

Managing Difficult Conversations

The Managing Difficult Conversations training course, delivered in Singapore by PD Training, can help managers, supervisors and team leaders be better prepared to undertake discussions with staff which may be considered "difficult" or challenging for some people. This course is also appropriate for call-center staff who have to manage complaints and/or irate customers.

Empathy, understanding and having an open, two-way way conversation are necessary qualities that can help you stay in control of difficult conversations before, during and after them, so that you can achieve the desired outcome. This highly valuable and engaging course empowers professionals to handle difficult conversations with ease to achieve professional success.

This Managing Difficult Conversations Training can be delivered at your premises anywhere in Singapore by one of our expert local or international trainers.

Contact us today for a group quote.

What You'll Gain:

Managers, team members, owners and employees in Singapore need to conduct difficult conversations at some time or another. Although difficult conversations cannot be avoided, they can be successfully managed to achieve positive outcomes.

Managing Difficult Conversations requires specialized knowledge and skill development because they are tough to handle without it. During this training course, participants develop an understanding of where, when, why and how to conduct difficult conversations.

The goal of this course is to empower professionals to be in control of a difficult conversation at all stages of it so that they can achieve the desired outcome. It is a necessary skill in the management of human resources, handling of customers, and team management.

Outcomes

After completing this course, participants will have learned to:

- Predict the results of a conversation
- Establish the intent of a conversation
- Identify the desired outcome
- Manage their body language
- Speak persuasively
- Listen actively
- Use probing techniques
- Ask the right questions at the right time
- Establish the purpose of a difficult conversation
- Create a conversation template
- Create a personalized action plan
- Use communication skills to influence and control
- Maintain safety in a conversation
- Choose an appropriate place for a conversation
- Understand and analyse the other person
- Stay in control of the conversation throughout

Modules

Lesson 1: Introduction
- Course Overview
- Learning Objectives

Lesson 2: Choosing to Have the Conversation
- Considering the Consequences
- Establishing Your Frame of Reference
- Establishing Positive Intent
- Identifying the Desired Outcome

Lesson 3: Toolkit for Successful Conversations
- Managing Your Body Language
- Speaking Persuasively
- Active Listening
- Tips for Becoming a Better Listener
- Asking Questions

Lesson 4: Choosing the Time and Place
- Planning it Out

Lesson 5: Framework for Difficult Conversations
- Your Purpose
- Steps for a Difficult Conversation

Lesson 6: Staying Safe
- Mutual Respect
- Common Ground
- Staying in Control

Lesson 7: Testing the waters

- Activity: Write Your Script

Talk to our expert team

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