

Difficult Conversations

with Diane Darling

Difficult Conversations – How to Have Them When Needed and Best Ways to Avoid Them in the Future

Perhaps it is telling a client something they don't want to hear or giving feedback when a colleague made a mistake. That knot in your stomach when you know you need to say something that's uncomfortable … we've all been there.
Difficult conversations typically take place when we have sidestepped a topic or issue and now it has escalated into a more significant concern. Emotions can trip up the situation. As the initiator of the conversation, you'll want to set the tone and steer the outcome.
In this program, you'll better understand how to have difficult conversations as well as practice a real-case scenario.

.

Key takeaways include:

- Separating a difficult conversation from a difficult person why that's key to the outcome
- Ways to be prepared emotionally as well as with the information to be shared
- How to build the confidence that helps you prepare for future conversations
- What to do if the situation escalates and gets emotional
- Why selecting the location and timing of your conversation is imperative
- Essential ways to wrap up a difficult conversation
- What to do for yourself when the conversation is over

