

Difficult Conversations & Managing Conflict

Course Description:

When the stakes are high, emotions are strong, and opinions differ, this is defined as 'difficult conversations.' Oftentimes, these conversations are avoided because the individual does not have the skills to cope with the difficulties they raise. If your path is towards synergy and collaboration, mastering difficult conversations and managing conflict are critical. Conflict is a normal part of any social group; the challenge is how to deal with it. Avoiding and ignoring conflict will fester and grow into resentment, withdrawal, and infighting.

Course Objectives:

Being able to deal with difficult conversations effectively is an essential skill in maintaining good relationships. Disagreements don't disappear when they're ignored. People are often concerned about having a difficult conversation because they're worried about how the person might react to what was expressed. People need to be dealt with in an appropriate and professional way that achieves the desired result and keeps the relationship intact.

In this course, participants will:

- Learn how to manage emotions in difficult conversations.
- Learn why a conversation may be difficult and prepare for it.
- Understand the difference between "You" Messaging and "I" Messaging.
- Deescalate conversations.
- Embrace conflict as an opportunity.
- Communicate with confidence.
- Learn the 7 steps to effectively giving feedback.
- Prepare for and handle emotional reactions.

