

MANAGING DIFFICULT CONVERSATIONS WORKSHOP

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WHY DO WE AVOID DIFFICULT CONVERSATIONS?

The prospect of engaging in a difficult conversation can be daunting, with many people choosing to avoid them altogether. The fear of upsetting or challenging others, and the potential negative impact on the relationship, can lead to feelings of anxiety and hesitation. Some view initiating such conversations as a way to spark conflict, which only adds to the reluctance. Despite this, difficult conversations are an inevitable part of life that most of us will encounter on a regular basis. If not managed effectively, these interactions can take a significant toll on our mental and emotional wellbeing, leaving us feeling drained and exhausted. It begs the question, **what is the true cost of avoiding these conversations when they really matter?**

WHY ARE DIFFICULT CONVERSATIONS IMPORTANT?

Embracing difficult conversations fosters a culture of openness, trust and respect where individuals feel empowered to raise concerns and provide feedback without fear of retaliation, leading to better teamwork, performance and innovation. On an individual level, being able to effectively manage such conversations can significantly boost self-confidence and accelerate professional growth.

AT A GLANCE THE PACKAGE

- **1 x Managing Difficult Conversations Workshop:**
 - Explore what makes conversations difficult
 - Recognise unhelpful thinking patterns that hinder our ability to handle challenging conversations
 - Learn techniques to take control
 - Explore a useful model to prepare for planned conversations
- The workshop is highly interactive and provides delegates with a safe space to engage in discussions, reflection, feedback and practice.

This workshop can be delivered as two half-day workshops (online) or in person as one full-day workshop

COSTS

- £5500 + VAT*

IS THIS PACKAGE RIGHT FOR US?

As psychologists, we firmly believe that managing difficult conversations is a skill that can be learnt by anyone. Our Managing Difficult Conversations Workshop is designed to help individuals recognise the unique challenges they face when dealing with such conversations and provide them with effective techniques to overcome them. We offer tools to help prepare for difficult interaction to ensure their success.

Impact.
Psychology
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*Pricing is based on groups of up to 24 delegates, and two half-day workshops delivered by two facilitators. The programme can also be delivered as one full-day workshop. Please contact us for further details.