



Management & Leadership
Managers and Leaders
30 People Maximum

Managing Difficult Conversations

How to Communicate through Conflict

Whether it is the lingering disagreements between partners or co-workers, or between departments, or consultants, these unproductive, unfinished, and unresolved conversations cost time, energy, and money. They hamper decision-making, zap motivation, elevate levels of stress, and deflate morale. Good managers and leaders can work through these difficult conversations, break down defenses, and develop collaborative problem solving situations fundamental to creating organizational success and finalizing projects on a timely basis.

RELATED WORKSHOPS

Negotiating for Success

Working with Difficult People

The Art of Persuasion

Communication for Managers and Leaders

Managing Conflict Creating Resolution

WHAT'S THE WORKSHOP ABOUT?

The Communicating Through Difficult Conversations workshop provides managers and team leaders an opportunity to develop and practice techniques, skills, and attitudes needed to work through conflict. This highly interactive workshop teaches and enforces these methods using lectures, small and large group discussion, role/scenario play, and case studies. All successful managers have the ability to work through conflict and difficult conversations. Participants learn how to eliminate ambiguity, develop clear messages, create open listening channels, and effectively use active listening skills. These necessary skills increase success in communicating with everyone, be it subordinates, coworkers, and superiors.

WHAT WILL BE MY RESULTS?

- Confidently manage difficult conversations
- Lessen anxiety when approaching difficult conversations
- Reduce office tension
- Enable productive decision-making
- Increase opportunities for problem solving with co-workers, clients, and partners
- Enhance relationships, build trust, and increase the bottom line

WHAT WILL I LEARN?

At the end of this workshop, participants will be able to:

- Identify the problems and perspectives that lead to difficult conversations
- Assess conflict style for themselves and others
- Understand how to work with people whose conflict styles are different than theirs
- Listen and ask questions effectively
- Learn about and avoid communication barriers
- Recognize verbal and non-verbal behaviors that interfere with communication
- Explore conflict management styles
- Understand the criteria for giving and receiving constructive feedback
- Define problems and increase problem-solving skills

IS THIS WORKSHOP CUSTOMIZABLE?

Customizable, 2 to 28 hours

Ovson Communications customizes all workshops to address the specific needs, time constraints, difficult issues, communication challenges, and personnel attending of the organization. Before any workshop, Ovson Communications assesses the current environment, key personnel, and pertinent issues. From this assessment, Ovson Communications tailors a workshop specifically suited to the organization.