

## **Handling Difficult Conversations**

This program focuses on learning new skills and techniques for conducting challenging conversations where emotions can run high.

### **Program Content:**

#### **Introduction**

- Program Objectives
- What Exactly Makes a Conversation Challenging?

#### **Understanding the Purpose of the Conversation**

- What is Effective Communication?
- ABC's to Understanding the Purpose of a Conversation
- Determining the Purpose: Questions to Ask

#### **Creating and Maintaining a Safe Environment**

- Fostering a Safe Environment

#### **Effectively Handling Emotional Conversations**

- How to Effectively Handle Emotional Conversations

#### **Focus on Action and Results**

#### **Assertive versus Aggressive Conversations**

- Assertiveness Tips
- Workshop – Word Watch
- Words Can Make a Difference

#### **Goals to Improve Your Conversations**

- Areas of High Priority
- Setting Goals and Timelines
- Measuring Success