



**DIFFICULT PEOPLE
MADE EASY**

Crunch Point Conversations

Course Outline



Are you ready to tackle that tricky conversation?

Is the hardest part of your job handling tough conversations? For example, do you find it tough to have discussions about points of disagreement, touchy topics or the problem behaviours of other people? You CAN learn to handle these crunch point conversations with confidence. Learn to discuss challenging work situations with professionalism and assertiveness. Create dialogue instead of triggering conflict. Keep your cool when others become heated. Maintain your personal power and set limits on disruptive behaviour. This course will boost your ability to get your point across at work.

Why learn how to handle crunch point conversations?

Knowing how to start and work through a crunch point conversation helps you:

- Prevent difficult situations getting out of control
- Keep communication on-track, even in tough situations
- Ward off conflict
- Build constructive relationships with your colleagues, manager, customers and stakeholders
- Become a better, more assertive communicator

What will you learn in this course?

You'll come out of this session with practical tools for talking through problems. Discover why it's so important to raise issues early rather than allowing conflict to escalate. Hear what experts in applied psychology know about dealing with difficult people and tough situations. Get advice about handling your specific crunch point situations, from a team dynamics expert. Learn how to:

- Communicate respectfully and assertively, even when handling others' difficult behaviours
- Take a solution focused approach to tough conversations
- Apply a five-step process for raising and addressing sensitive issues
- Listen, build rapport, explain your own viewpoint and work out solutions to problems
- Sort out conflicts in your team
- Address the communication problems YOU face at work

The information covered in this course comes from the fields of applied psychology and business studies. You'll cover models such as:

- Dialogue processes developed by management expert, Peter Senge
- Active listening techniques
- Enquiry techniques for exploring others' concerns
- Assertive language patterns
- Win/win approaches to conflict
- Rapport-building techniques
- Generative thinking techniques

How can put your learning to use?

The practical focus of this course means that you can use what you learn immediately. The skills you learn in this course can be used to improve relationships with your colleagues, enhance communication with your manager, manage customer complaints, resolve team disagreements and prevent conflict escalating in your team.

What topics will you cover?

Topic one: What are 'crunch point' conversations?

Crunch point conversations focus on sensitive issues or areas of disagreement. They are the topics people often hesitate to bring up. Learn why you should raise these issues and how to do it assertively. Discuss a model of 'dialogue' which can be used to make potentially painful discussions comfortable and constructive.

Topic two: Key steps for handling crunch points at work

Learn how to apply a five step process in order to keep tough conversations on track. Hear how to raise an issue constructively. Watch demonstrations of techniques you can use to draw out others' perspectives on an issue. Try out the 'flameproof language' techniques you can use to express yourself without sparking conflict. Learn how to build solutions with another person, rather than setting yourself against them.

Topic three: Raising issues constructively

Many people avoid talking about touchy issues because they don't know how to start the conversation. But YOU can learn specific phrases which make opening up the discussion easier. Hear which words to use and which to avoid. Master the art of 'framing' a message in neutral language. Watch a video demonstrating the use of framing techniques in a feedback situation.

Topic four: Enquiring about others' viewpoints

Find out why drawing out others' perspectives puts you in charge of tough conversations. Learn how to combine solution focussed questions and active listening techniques – so that other people feel 'heard.' See the process of empathic listening demonstrated on screen. Then try the process out for yourself.

Topic five: Describing your own perspective

Once you've listened to others, it's time to get them listening to YOU. Discover how to get someone else to pay attention to your message. Hear examples of 'flameproof language' in action. Work out how to get your point across when dealing with difficult people in your workplace.

Topic six: Designing solutions to problems

Conflict resolution experts say you should 'focus on the issue, not the person.' But how, exactly, can you do this? In this section of the course, you'll learn how to adopt a solution focussed approach to problem solving. Discuss key questions you can use to direct attention away from 'shaming and blaming' behaviour. Then hear how to think creatively, even in highly challenging situations.

Who teaches this course?



Eleanor Shakiba is a leading people skills trainer, based in Sydney. She has helped thousands of professionals to use breakthrough thinking and communication tools. Eleanor has written over 90 training courses, 12 audio programs and 10 videos to help people excel at work. Each month, she publishes a new communication skills program on YouTube.

Eleanor is qualified in Social Anthropology, Adult Education, Applied Psychology, Neuro Linguistic Programming and Mediation. She writes and teaches in the areas of applied psychology, communication and conflict resolution. Her passion is helping professionals learn skills for success in the real world.

See Eleanor in action at <http://www.youtube.com/user/thinklearnsucceed>

How is the course delivered?

This is a highly interactive course, delivered over one day. Book it for your team if you need training that delivers practical skills in a dynamic format. The course covers the why, what and how of handling tough conversations with confidence and professionalism. You'll learn through a variety of methods including:

- Mini lectures
- Video presentations
- Question and answer sessions
- Demonstrations by the trainer
- Practical group activities
- Individual planning activities

What past participants say about this course

"An enjoyable and valuable day."

"The course was extremely helpful in highlighting strategies for future workplace and life conversations."

"Some great activities. Excellent quality of materials. Facilitator had good energy and was an excellent presenter."YOUR workplace now.

Book Crunch Point Conversations for delivery at YOUR workplace now.