



ZING365
Learning without limits

DIFFICULT CONVERSATIONS: WITH COLLEAGUES, CLIENTS & EXTERNAL STAKEHOLDERS

WHAT WE WILL COVER

- Skills and behaviours required for managing difficult conversations
- The barriers and challenges of difficult conversations and how to overcome with confidence
- Understanding the nature of difficult conversations with and how to maintain relationships, with trust and integrity
- Mastering the virtual environment with colleagues and clients
- Build your confidence to deliver difficult messages concisely and with assertiveness
- Push and Pull Technique to use when influencing others of your message and overcoming resistance



PART OF THE DWF GROUP

SUMMARY

Having difficult conversations with colleagues, clients and external stakeholders is inevitable and can't be avoided. Whether it is because of rate increase, problem claims or demands that can't be met.

No matter the situation, having the skills, behaviours and confidence to manage these conversations effectively can have a big impact on your professional reputation, and the reputation of the business.

This interactive session will take you through the required skills and techniques, you can apply immediately to your challenging conversations.

It will take you through some case study examples to provide you with contextual understanding, as well as the strategies to use and apply.

OBJECTIVES

By the end of this course you will;



Improve your approach to handling difficult conversations virtually



Build your skills and knowledge to approach challenging conversation with confidence



Learn techniques to apply to help you manage difficult conversations