

COURAGEOUS CONVERSATIONS



Giving feedback to clients or co-workers on a sensitive issue can be challenging.

At times a courageous approach is needed to address the key issues while also supporting a respectful workplace relationship.

Who Can Benefit?

When we need to have a difficult conversation it is understandable to experience some awkwardness. The Workshop addresses the tools for initiating and undertaking a difficult conversation in a way that does not undermine the working relationship. We look at how to prepare for the conversation; delivering a clear message; how to stay firm in the face of resistance; and maintaining respect.

Program Content

This practical program covers:

Awareness of Assertive Styles

- Contrasting Assertiveness with the styles of Passivity; Passive-Aggression and Competition/ Aggression
- Recognising pay-offs and costs of Assertive Styles

Courageous Conversations

- Preparing for a courageous conversation on a critical issue
- Dealing with a recurring problem
- Recovering a conversation from a difficult start
- Understanding influence and power in relationships

Positive Assertiveness

- Strategies for positive assertiveness
- Different types of assertive statements
- Saying “no” assertively
- Overcoming negative responses and resistance

Delivering a clear message

- Understanding non-verbal cues that strengthen & weaken your message
- Language patterns that strengthen your delivery

Approach to Training Delivery

Our practical training style addresses knowledge, skills and attitudes through a stimulating environment that includes:

- Case scenarios from participants' own work
- Observation and practice of feedback
- Group Discussion

Course Presenter

Ebohr Munoz is a mediator, counsellor and learning facilitator who has achieved positive outcomes in mediation of workplace disputes, family dispute resolution, complaints resolution and facilitation of groups.

He also has experience as a team leader and as a lawyer. He has facilitated and coached people through challenging, stressful and at times highly emotional conversations.

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