

Difficult Conversations



Prepare



Perform



Prosper

***10 Steps to Becoming a Tackler not
a Dodger***

- 2 Day Course Outline -

Difficult Conversations

10 Steps to Becoming a Tackler not a Dodger

Introduction

In the 21st century, difficult conversations are everywhere – at home, at work, in social situations. When faced with a difficult conversation, you have a choice – tackle it or dodge it. According to a recent study, 72% of those in management positions are dodging more than they are tackling.

The Difficult Conversations series has been launched in response to a growing demand from managers requesting help to prepare them for such situations. This new two day course includes more opportunity for practice and feedback. If you have already completed day one, you can take day two as a bolt on to hone your skills. One to two-hour bite-size and half-day courses are still available for the time-pressed! All courses can be delivered on an in-house basis.

The course works through 10 steps to establish you as a productive 'Tackler':

 Prepare	 Perform	 Prosper
<ul style="list-style-type: none"> • Recognise the need • Prepare • Get advice or support • Be courageous <ul style="list-style-type: none"> • E-void 	<ul style="list-style-type: none"> •Be professional •Listen 	<ul style="list-style-type: none"> •Let it go •Keep going •Make it a lifestyle

Features of the new two day course:

- Role play with professional business actors
- Challenging case studies
- Self-evaluation techniques
- Detailed feedback

---- **Day One** -----

Introduction, overview and success factors

Energiser: Overcoming Scary Monsters

Step 1: Recognise the need

- Types of difficult conversations
- Tacklers, Reckless Tacklers and Dodgers: What they do!
- Why we dodge
- The benefits of being a Tackler
- The Tackler's positive mindset

Step 2: Prepare

- Being clear about the outcome
- The application of facts, feedback and opinions
- Anticipating the likely reaction
- Getting the tone right

Step 3: Get Advice or Support

- Choose your counselors wisely!
- The legal dimension
- Sources of information and guidance

Step 4 & 5: Be Courageous and E-void

- Avoiding the last-minute dodge
- The (in)appropriate use of electronic communication

Steps 6 and 7: Be Professional and LISTEN

- Hey, look at this from my perspective!
- The right venue
- A structure for a difficult conversation
- Behaviours that work and behaviours that don't
- Unlocking the issues through great questions
- Listen and show you are listening
- Preparation for Practice Sessions

---- **Day Two** -----

Recap, reflections and programme for Day Two

Putting Steps 1-7 together

- Practice sessions and feedback
- Sharing learning points from real-plays
- Second real-play practice session and further feedback

Step 8: Let it go

- Fresh starts
- The damage caused by holding on

Steps 9 and 10: Keep going and Make it a Lifestyle

- What to do if someone doesn't improve or change behaviour
- Difficult Conversations – a real-life challenge

Review, evaluation and close

By the end of this course you will have the knowledge, skills and confidence to deal with any difficult conversation!



Prepare Perform Prosper