

# Acing a Difficult Conversation



## EFFECTIVELY NAVIGATING DIFFICULT CONVERSATIONS TO STRENGTHEN RELATIONSHIPS, RESOLVE CONFLICTS WHICH LEAD TO BETTER OUTCOMES.

What's a difficult conversation? Is it a conversation you dread because the outcome may not be favorable for the receiver? Is it a conversation that has many facets and can be misunderstood or misinterpreted? Is it a conversation that requires planning, preparation, good interpersonal skills, communication skills and emotional intelligence? YES! The purpose of this lesson is for participants to learn new skills that they can use to successfully navigate a difficult conversation. Participants will be presented with a case scenario and asked to practice solving it using the ACE technique.

### Who should attend this workshop?

- Individual Contributors
- Senior Leaders
- First-time Managers
- HR Practitioners
- Team Leads

### Key Benefits:

Improved communication skills, increased self-awareness, strengthened relationships, improved problem solving, and personal growth.

### Learning Design:

- Experiential learning
- Scenario-based learning
- Interactive exercises

