

Dealing with Difficult Conversations



Difficult conversations — whether you're telling a funder that a project is delayed or discussing a poor performance review with another staff member— are an inevitable part of leadership and management.

How should you prepare for this kind of discussion? How do you find the right words in the moment? And how can you manage the exchange so that it goes as smoothly as possible?

When asked how professionals deal with conflict, most say that they try to avoid it. Recent studies have shown that up to 80% of workers are running in fear from at least one difficult conversation at work—a conversation they know they need to have but are dreading.

Difficult conversations in the workplace can cover a wide range of topics including:

- Complaint or grievance
- Behaviours or opinions that create challenges
- General or entrenched conflict
- Giving or receiving feedback
- Acknowledging mistakes or failings

Start to manage difficult conversations more effectively by taking this 1/2 day online workshop with the Barefoot Thinking Company.

Recent feedback from 'Dealing with Difficult Conversations' participants:

"Thanks for a very relaxed, open and enjoyable workshop. It was engaging and at the right pace. I really appreciated the combination of listening/reflective approaches, and the paired exercises meant it was interesting throughout. The presenters were also very engaging and professional."

"I was able to produce a clear plan of what has to be discussed and follow it."

"I expect to use AID in planning some conversations and in giving feedback to colleagues"

"The workshop has helped me plan how to approach difficult conversations, and what the outcomes of those might be."

In this workshop you will get:

- A practical toolkit to help manage difficult conversations
- The opportunity to work on a difficult conversation that is coming up for you
- The space to practice/rehearse with another to fine your message
- Time to reflect on what you need to improve
- An action plan to move you forward

The workshop will enable you to:

1. Understand the importance and challenges of having difficult conversations
2. Learn and apply the tools, concepts and processes provided (e.g. OPV, Johari Window, AID model) in a safe environment
3. Practice your difficult conversation with another science professional for feedback
4. Feel more confident in having a difficult conversation should the situation arise

Outline Agenda

- 9:30 Introductions
- 9:45 Feedback Vs no Feedback – Activity
- 10:05 Identification of difficult conversations
- 10:25 Difficult conversations – Done well and not done well – group working
- 10:35 Understanding Other Points of View (OPV)
- 10:55 The Johari Window
- 11:20 Comfort Break
- 11:30 The AID Model (Action-Impact-Desired Behaviour) – Introduction
- 11:40 Demonstration of the AID model
- 11:50 Individual working on the difficult conversation identified earlier (using AID)
- 12:05 Rehearsing in pairs
- 12:30 Debrief session
- 12:35 Benefits of having difficult conversations – group[discussion
- 12:45 Action planning
- 13:00 End

Fees & Registration

Workshop fees are £125 + VAT / £75 + VAT Earlybird (until 31 July)

For more information: www.barefoot-thinking.com

The workshop booking page: www.barefoot-thinking.com/booking, or

Email: info@barefoot-thinking.com