



# Difficult Conversations in Practice

Tools for Managing Difficult Conversations and Getting Results



Do you sometimes find it difficult getting your message across when emotions run high, and communication gets uncomfortable? Do you have trouble trying to communicate your thoughts to someone who dominates you or won't even engage in conversation? If so, CAL's 'Difficult Conversations in Practice' program could be just the workshop you or someone in your practice team needs.

This 3-hour corporate training program has been specifically designed for a busy health practice team, equipping participants with the necessary tools to handle high-stake, high-emotion and difficult conversations.

Your team will learn the keys to diffusing tension, positively influencing uncomfortable communication or finding mutual purpose and critical resolve to improve working relationships, all with easy-to-apply, practical strategies.

## Who is it for?

- > Individuals who desire to influence and manage dialogue that has the potential to cause stress and conflict,
- > Those looking for techniques to communicate more confidently and accurately,
- > Anyone who desires to improve open and honest communication to bring effective solutions,
- > People at any level of practice operations.



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## Key Learning Outcomes

- ✓ The key signals that you need to know to manage yourself effectively in uncomfortable communication
- ✓ How to identify and develop communication strategies that work with all personality & communication styles
- ✓ How to manage your emotions and the emotions of the other party
- ✓ Use effective defusing techniques when things get heated or emotional
- ✓ How to identify masking and dishonest closed communication and make it honest
- ✓ The keys to managing dominating and pushy communicators
- ✓ Ways to identify the real drivers of the conversation agenda
- ✓ How to bring sensitive and constructive feedback to potential poor reactions
- ✓ Creating the right dynamic for building positive rapport