

Mastering Hard Conversations

Purpose

The Mastering Hard Conversations program is an integrated training and coaching program designed to improve the communication, influencing and conflict management skills of leaders and managers. It provides a user-friendly framework and a step-by-step approach to preparing for and having challenging conversations.

Target Audience

The program is designed for:

- People managers who are serious about achieving their potential as leaders
- Individuals in influencing roles that often require challenging conversations with stakeholders.

Program Elements

The program has a number of distinct yet integrated elements to ensure your participants improve their performance:



1. Self-awareness

We use a highly regarded instrument, the Conflict Dynamics Profile, to give each participant an insight into how they behave before, during and after conflict. This helps participants understand their strengths, destructive behaviours and triggers, and gives them the opportunity for constructive change.



2. Intensive one-day workshop

This highly interactive workshop introduces a user-friendly communication framework, tools and skill development exercises to develop effective communication and conflict management competencies (self-reflection, perspective taking, attentive listening, open questioning, and speaking with clarity).



3. Post-workshop individual coaching session

This coaching focuses on a real work scenario and embeds participants' understanding of the framework and tools, and ensures they can put them to use in a practical way.



4. 14 follow-up email blogs

These short, well-written blogs reinforce the Mastering Hard Conversations course content and embed the learning over a 6-month period.

Benefits

As a result of this program leaders and managers will:

- ✓ Feel more confident about having challenging conversations
- ✓ Become more self-aware and better at self-regulating emotion
- ✓ Improve their listening, questioning and speaking skills
- ✓ Enhance their ability to self-reflect and step into the shoes of others
- ✓ Develop strategies and tactics for managing conflict
- ✓ Become more effective when influencing others
- ✓ Create more collaborative, accountable, and high-performing teams.

Do you need assistance with Mastering Hard Conversations? If so, don't hesitate to contact us via email: info@balancedcurve.com or call **0411 265 157**.