

# Mastering Hard Conversations Group Workshops

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:

- Leaders and Managers who are serious about reaching their potential.
- 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 participants improve their performance.



### 1. Self-awareness

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



### 2. Intensive face to face or virtual workshops

A one-day face to face or three two-hour virtual workshops introduce 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).



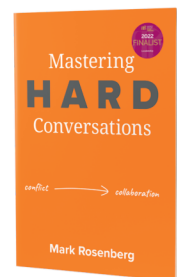
### 3. Post-workshop individual coaching session

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. Mastering Hard Conversations book

Participants will be provided with a copy of the highly acclaimed book **Mastering Hard Conversations** which will serve as a reference to embed the learning.



## 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, please contact us via email:  
[info@balancedcurve.com](mailto:info@balancedcurve.com)  
or call 0411 265 157**

For more than 10 years, Balanced Curve has helped a broad range of clients in both the public and private sectors. Our approach to working with clients is simple. We listen to understand what they want and need, and we work hard to deliver the desired outcomes.

We value working as partners with our clients and enjoy developing warm, respectful and lasting professional relationships. Simply put, we love helping people and organisations achieve their potential.



## Testimonials

“An extremely valuable program for anyone, as these skills apply to both personal and professional life. Mark is an excellent facilitator and communicator, he made everyone feel comfortable and at ease. I am recommending this program to everyone I work with.”

– **Director, NSW Government Agency**

“Mark’s approach to having hard conversations is practical and effective. His program and coaching made a positive difference to our team and organisation. I’d highly recommend him.”

– **Rob Newman, former CEO, Nearmap**

“Mark’s approach to working through conflict is amazing. The simple framework and models enable people to shift their perspective, improve communication skills and identify ways to work more collaboratively in the future.”

– **Vanessa Dwyer, Aon**

“This was a great program. Engaging, informative, and useful. My team got a lot out of it, and I’d recommend it highly to colleagues.”

– **Executive Director, NSW Government Agency**