



# Challenging Communications

 **3+3 hours**



## Learning Objectives

- + Identify and improve your communication
- + Speak persuasively, regardless the topic
- + Create safe environment for other to share their understanding and opinions.
- + Understand and manage emotional responses
- + Speak openly without risking everything
- + Influence without exerting force



## Learning Tools

- + Stories
- + Real life work scenarios
- + Group Exercises
- + Self Assessment
- + Infographics



## Your Takeaways

- + Communicate effectively with internal and external clients
- + Manage challenging Conversations
- + Achieve better Results

## Learning Modules

- + How to spot the conversations that are keeping you from what you want.
- + How to stay focused on what your really want.
- + How to know when safety is at risk.
- + How to stay in dialogue when you're angry, scared, or frustrated.
- + How to turn challenging conversations into action & results.