

# CHALLENGING

## C O N V E R S A T I O N S



The program is intended to help individuals develop the necessary skill to approach difficult conversations with ease and confidence.

A characteristic of all high performing teams is the ability of team members to value and appreciate different perspectives which is often experienced as conflict.

Unresolved conflict is like a dormant volcano simmering below the surface – it's only a matter of time until it explodes during periods of high stress that can harm relationships and do unreparable harm to individuals and overall team functioning.

Successfully navigating difficult conversations helps build trust, and deepens relationships paving the way for improved productivity, engagement, and innovation.

Following the session participants will:

- Understand the importance of difficult conversations
- Gain an appreciation of conflict resolution styles in order to choose a style appropriate to the situation
- Understand the complexity of difficult conversations by understanding what's really going on
- Be confident in their ability to approach difficult situations by replacing a judging mindset with a learner perspective
- Learn and practice a difficult conversations framework
- Feel empowered to approach difficult conversations with ease and confidence; eliminating trepidation and anxiety



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Leaders, Teams  
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tailored to fit

Brian Martin, ICF Certified Coach has a proven track record supporting the transformation of teams and leaders with his practical and engaging approach.

To Learn More Contact

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All Made to Measure Programs can be fully customized to meet the unique needs of your organization.



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