



LETS TALK
UNCOMFORTABLE
CONVERSATIONS

Unresolved conflict is a dormant volcano. It simmers below the surface, waiting to explode, erode trust, and damage relationships.

This program helps individuals develop the skills to approach uncomfortable conversations and conflict with ease and confidence.

Highly functioning employees know how to interrupt the blame game and make the shift to collaborative problem solving.

Navigating uncomfortable conversations builds trust, improves relationships, and leads to increased productivity, engagement, and innovation.

LEARNING OUTCOMES

PROGRAM INCLUDES

- personalized conflict styles report
- conflict resolution tools
- practice and feedback
- access to one on one coaching

- Understand the importance of resolving conflict early
- Appreciate the complexity of uncomfortable conversations by learning how to dig beneath the surface to reveal underlying issues for all parties
- Understand conflict resolution styles in order to choose a style appropriate to the situation
- Learn to replace judgement and criticism with curiosity and inquiry
- Learn how to shift from blame to contribution
- Learn and practice uncomfortable conversations by using a proven process and roadmap
- Feel empowered to approach difficult conversations with ease and confidence; eliminating trepidation and anxiety professionally and personally

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