

# CHALLENGING CONVERSATIONS AT WORK (and beyond)

**Duration: Half-day**

Everyone has to deal with emotionally charged conversations, whether professional or personal. Come and learn from our experienced professionals ways to deal effectively with challenging conversations rather than avoiding them. This workshop is recommended to all staff, and is particularly useful for people interested in improving management of the supervisory relationship.

This **half-day workshop** starts from the premise that most people tend to refrain from engaging in challenging conversations, which often results in problems growing bigger, and not only at work. With the help of presentations and interactive sessions, the **first part** of the workshop focuses on practical and more approaches to listening, questioning, and speaking. The **second part** focuses on fundamental human concerns that can help to establish a positive emotional link with others.

On completion of the training, participants will have learned :

- ◆ How emotions and perceptions influence communication;
- ◆ Powerful principles and tools capable of turning challenging conversations into productive ones;
- ◆ Ways to understand and appreciate the other side's point of view, and to share their own even in most challenging conversations.

For more information and scheduling, please contact:

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Also available in French and Spanish