



REDROCK

International

CHALLENGING CONVERSATIONS

LEARN TO COMMUNICATE CLEARLY IN DIFFICULT SITUATIONS

FOR ANYONE WHO FACES IMPORTANT, HIGH PRESSURE AND EMOTIONAL CONVERSATIONS IN THE WORKPLACE

TO FIND OUT MORE, OR BOOK A COURSE

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IN BUSINESS – AS IN THE REST OF LIFE – WE FREQUENTLY FACE DIFFICULT CONVERSATIONS.

Remember when you had to give bad performance feedback, or face a colleague with a behaviour problem that you knew if resolved would dramatically improve both the team's productivity & working atmosphere? These high impact conversations have a large effect on the ability of leaders, individuals and teams to work efficiently and deal with important issues. Fortunately, the skills needed to achieve great results from these conversations can be learned and developed.

This course equips participants to say the right thing at the right time. From the start, the group hold practice conversations dealing with real-life scenarios. In this lively setting we introduce the key conflict management concepts and tools from neurology and social science. Our unique visual imagery links these ideas together in an easy to remember and intuitive process. It allows people to rapidly diagnose what is going wrong in a conversation - even in the heat of the moment - and take immediate action to get back on track.

WHAT YOU LEARN

1) Spot the danger and act

Learn to identify the warning signs that a conversation is entering dangerous waters - before it gets out of control.

2) Assess and plan the route forward

Learn to identify what matters and avoid arguing, or agreeing to things you'll later regret.

3) Remove barriers to dialogue

Learn to identify and remove the main barriers on the path to good decisions.

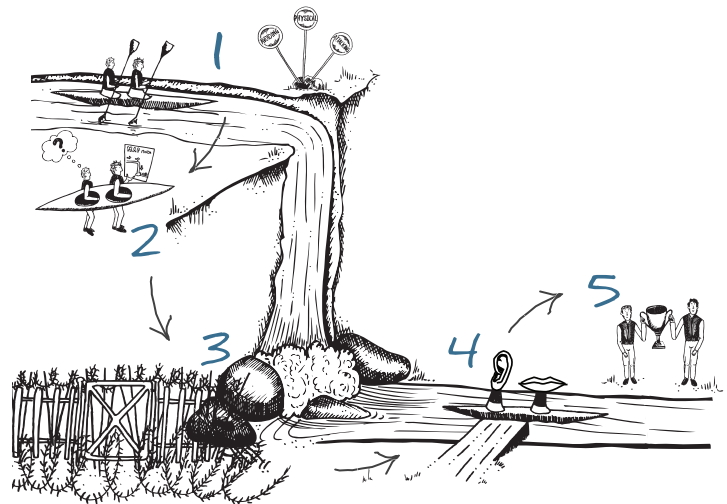
4) Enter and stay in dialogue

Learn how to listen and then add your opinions without watering down your message.

5) Make clear decisions

Learn how to finish conversations well to avoid having the same discussion a week later!

THE CHALLENGING CONVERSATION JOURNEY



Practical Details

Pre-course: Consultation to customise training

Course duration: 3 days, 9am - 5pm

Location: In-house training room or hotel conference room

Maximum participants per batch: 15

Pricing

Pricing depends on the course location. Our UK and Egypt offices' trainers deliver in Europe, Central Asia and the Middle East. Please contact us for a quotation.

See our website for availability of open courses.