



Difficult Conversations Masterclass

Common myths and little-known truths

Duration

3 hours

Introduction

You'll know it's a difficult conversation because:

- You procrastinate and put it off
- You'll be relieved they haven't turned up or are off sick
- Your stomach is churning
- You had trouble sleeping the night before 'the chat'
- Your heart is racing
- You get tongue tie
- You avoid bumping into them
- It's taking up too much space and time in your head

Let's learn how to calm all of this down, take control and feel confident and even 'relaxed' when dealing with difficult situations and people.

Stages of Mastery

1. Why you feel the way you do and why this is important to understand; move from dread to calm competence
2. Mind reading. What are they thinking and doing; exploring assumptions and reality
3. Putting it all together in a strategy that works – using the Flourish L E A P system

When you walk away

1. You will know how to manage your own emotions and thoughts so that you can regain control and lead the conversation.
2. You will be better able to assess the other person to plan the conversation more competently.
3. You will have some strategies in influencing others and the Flourish L E A P system.

How to make the most of the training

1. Instead of note taking – tool take; make a list of short phrases that remind you of a specific technique you want to use in the future. This is then an easy to access toolkit
2. Identify as many low risk situations in which to practice the tools, choose small conversations that you are not dreading where you want to make a shift or change. This could be at work, at home, with friends, in community groups or even with common interest groups like sports or book clubs.
3. Commit to the mastery changes you need to make (we will look at them in detail within the training)

