



Pull Them In A Different Direction

Difficult Conversations: Addressing difficult topics with confidence

Ending a business relationship...giving critical feedback...confronting negative or hurtful behavior...disagreeing with a popular point of view in a group...apologizing to someone...all of these are difficult conversations to have.

Most people either shy away from them, causing further harm, or they handle these conversations badly, and relationships get damaged. This workshop presents the skills to achieve effective communication so that serious disagreements can be transformed into fruitful discussions and spoiled relationships can be avoided.

In this workshop participants are introduced to a new mindset with which to engage difficult conversations. This mindset provides a foundation for a non-threatening approach to challenging issues resulting in positive change and strengthened, trusting relationships.

Participants will take away:

- The understanding that avoiding difficult conversations usually results in poor business decisions
- An increased awareness of why we shy away from difficult conversations
- Tools and strategies to handle difficult conversations
- An ability to identify non-productive thinking habits and to shift towards more productive thought patterns
- The ability to foster trust and transparency in relationships while conveying potentially sensitive information

This course is designed for:

- Leaders who need to negotiate with individuals and teams
- Leaders who want to increase their confidence in addressing difficult issues
- High Potential/Young Leaders wanting to strengthen their assertiveness and confidence levels

At Integra, we are people dynamics specialists. We build people systems that are resilient and sustainable – perfectly prepared to survive, thrive and outperform.

All our programs are customized to meet your needs.
Call us for a free initial consultation.
905-764-7597