Mastering difficult conversations

-1 - 30 second summary:

- **Summary:** Equip leaders with a structured approach to confidently navigate challenging conversations, focusing on self-awareness, goal setting, and habit formation to foster constructive outcomes.
- **Main Outcome:**
  - Develop a personalized roadmap for handling difficult conversations.
  - Learn to identify and overcome barriers to effective communication.
  - Build accountability through actionable strategies.
- **Top Benefit(s):**
  - Address workplace conflicts with less stress
  - Turn potential conflicts into growth and enhanced trust
  - Better influence key stakeholders.
- **Next Steps:**
  - Implement your personalized roadmap for difficult conversations in a real-world setting (e.g., an upcoming team meeting or performance review).
- **Duration:** 3 sessions of 50 minutes over one month
- **Target Audience:** First-time managers, directors, VPs, and middle managers

-2- Introduction

Are you a leader aiming to tackle challenging conversations with confidence and clarity? This series is designed for you! In "Mastering Difficult Conversations," you'll gain actionable strategies to transform confrontations into productive discussions. You'll leave with a personalized roadmap, grounded in real-life scenarios, that builds powerful habits for effective communication. With a focus on self-awareness and skillful execution, this series promises to elevate your approach to difficult conversations.

-3- Curriculum

Session #1 (50 min) : Crafting Your Roadmap for Mastering Difficult Conversations

- **Introduction**
  - Identify the difficult conversations you face and the obstacles in your way.
  - Define your "wish list" for desired outcomes.
  - Learn the steps to create a roadmap: from ideas to results, with a focus on accountability and building habits.
- **Drivers to Address the Elephant in the Room**
  - Discover how the "3-brain" model helps in understanding conversational barriers.
  - Real-life examples to illustrate common challenges.
- **Wrap-Up & Roadmap Adjustment**

Session #2 (50 min) : Building Safety in Conversations

- **Introduction**
  - Reflect on learnings from Session #1 and brainstorm common safety strategies.
  - Set clear goals for the session.
- **Safety Strategies**
  - **Models:**
    - **Visibility:** Set expectations, clarify agendas, note key takeaways, and address objections.
    - **Open-Ended Questions & Reframing:** Reinforce relationships, clarify misunderstandings, and redirect conversations constructively.
    - **Additional Techniques:** Utilize "I" statements, ask powerful questions, and distinguish between "What" and "Who" to prevent personalization of conflict.
  - **Practice:** Engage in role-play exercises in teams to apply these strategies.
- **Wrap-Up & Roadmap Adjustment**

Session #3 (50 min) : Applying Your Skills with Case Studies and Habit Anchoring

- **Introduction**
  - Recap insights and accountability reflections from Session #2.
  - Plan for in-depth case study analysis.
- **Case Studies and Role-Plays**
  - Participate in real-life case studies to apply learned techniques.
- **Wrap-Up & Final Roadmap Adjustment**

-4- What your peers said

- **"An invaluable experience!"**
  - "This webinar series is packed with practical tools that make challenging conversations less intimidating. I appreciated the focus on real-life situations rather than theory, which made it easy to apply in my role."
  - *– Emma S., Director, Retail*
- **"A must for leaders in any industry!"**
  - "The actionable roadmap and emphasis on creating safe spaces transformed how I handle difficult conversations. This is a game-changer for anyone in leadership, especially in high-stakes environments."
  - *– Ryan L., VP, Aerospace*
- **"Immediate results in my team dynamics!"**
  - "The step-by-step guidance on building habits and addressing the 'elephant in the room' was exactly what I needed. My team noticed a difference in my approach right away, especially in how I handle objections and encourage open dialogue."
  - *– Jenna P., First-Time Manager, SaaS*
- **"Real, applicable strategies!"**
  - "This isn't just theory – every session gave me practical strategies I could implement immediately. The role-playing exercises were particularly helpful, making me more confident in tackling difficult conversations with my team."
  - *– James R., Director, Manufacturing*
- **"Best investment in my leadership skills!"**
  - "I've taken plenty of training, but this series stands out. The focus on creating accountability and anchoring habits has been a huge help in my role, especially in improving communication with upper management."
  - *– Olivia M., VP, Retail*