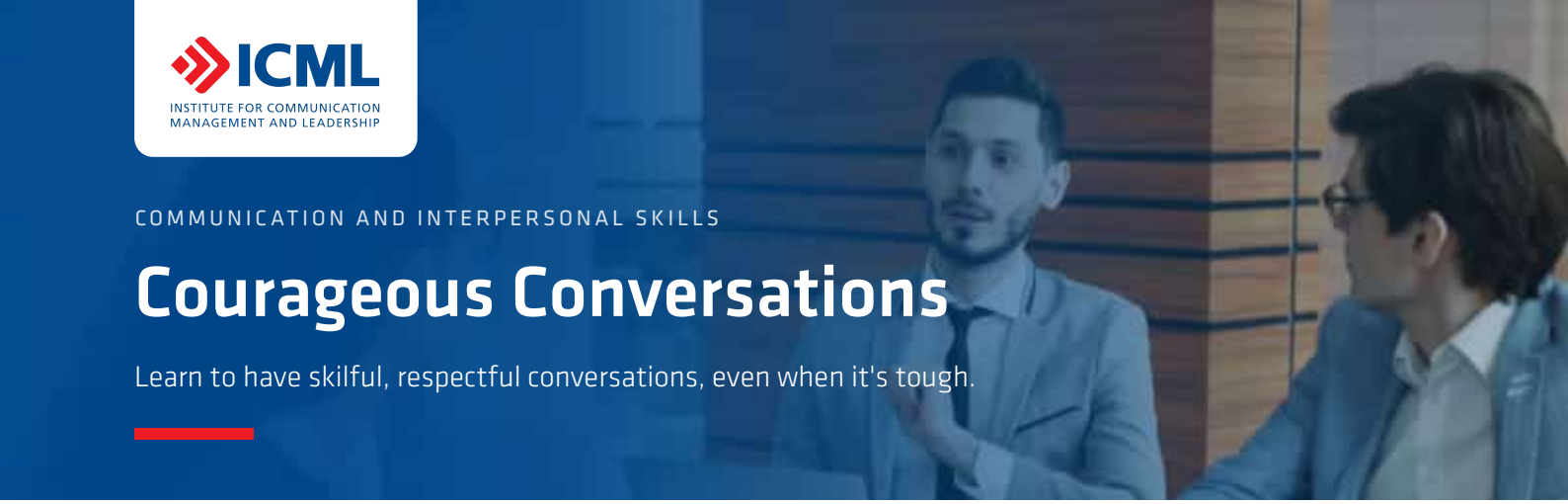
ICML
INSTITUTE FOR COMMUNICATION MANAGEMENT AND LEADERSHIP



COMMUNICATION AND INTERPERSONAL SKILLS

Courageous Conversations

Learn to have skilful, respectful conversations, even when it's tough.

WHO IT'S FOR

Employees at every level who need to raise or respond to tough issues.

DURATION

1 day, or tailored to your needs

FORMAT

On-site: we come to you, virtual or hybrid.

PARTICIPANTS WILL DEVELOP THE SKILLS TO

- Prepare for a difficult conversation and choose the right moment
- Open the conversation clearly and keep it focused on the issue
- Listen to understand and keep the conversation calm
- Use body language and tone that build trust
- Respond to emotional reactions without escalating
- Agree a way forward and follow it through

ABOUT THIS PROGRAM

Our difficult conversations training helps people deal with the issues most of us would rather avoid. A colleague keeps missing deadlines. A manager's request is unreasonable. A customer conversation is heading somewhere unpleasant. Left alone, these situations fester; handled badly, they escalate. Participants learn to prepare, open the conversation clearly, listen to keep it calm, respond to emotional reactions and agree a way forward. They practise on situations they're facing now, so they leave ready to have the conversation.

Tailored to your organisation

We build in your values, your terminology and realistic scenarios from your workplace, so having difficult conversations training feels directly relevant to the issues your people face.

> "Justine was absolutely lovely! The training was fun and informative and I feel like I learnt a lot!
>
> Royal Victorian Eye and Ear Hospital – Victoria

Talk to us about this program

1300 655 098 · info@icml.com.au

Enquire online