



Sample Agenda Difficult Conversation & Managing Conflict Training Workshop

A Workshop Designed To Help You Learn To Manage Conflict So
You Can Discuss What Matters Most

WHO SHOULD ATTEND?

If your job requires the cooperation of others you should attend this workshop. If you have to deliver feedback or develop strong relationships you should attend this workshop. If you feel your communication skills let you down in difficult situations you should attend this workshop. You'll leave the workshop feeling more confident and better equipped to handle the difficult conversations that are part of any workplace.

HOW AND WHAT YOU WILL LEARN

Our skilled and experienced workshop leaders use interactive exercises, case studies, discussions and videos to ensure you'll learn the skills you need to help you start and finish difficult conversations. You'll have a chance to learn about and use techniques to help manage strong emotions: yours and others. You'll leave with simple but powerful tools to help you become a more effective communicator.

The workshop content is based on theories developed by our colleagues at the Harvard Negotiation Project combined with the many years of real world experiences of our workshop leaders. The workshop provides you with a strategic and step by step framework for managing difficult conversations.

**REGISTER for a workshop now or
Contact us for more information:
info@CommonOutlook.com or 416.483.6450.**



*"If we manage conflict constructively, we harness its energy for creativity and development."
Kenneth Kaye*

"Common Outlook's consultants were very professional and thorough in their approach. They were keenly focused on knowing our challenges and presenting powerful and practical ideas for addressing them. Their work produced the behaviour change I was looking for. Common Outlook's post-workshop surveys helped confirm the impact their work has had on our staff's behaviour."
**Glenn Blaylock, Senior Vice-President, Operations,
RBC - Royal Bank**

"As a consultant and entrepreneur, I often find myself relying upon the cooperation of others to meet key business objectives. The tools I learned from Common Outlook have helped me to be more curious and more open to different perspectives. This has improved my ability to negotiate and manage difficult conversations so that I am now better equipped to handle these situations in order to achieve a "win-win" outcome."
Mitch Fanning, Marketing Coach and Copywriter

Sample Agenda

Two-Day Difficult Conversations & Managing Conflict

Day One

- 8:30 AM Introduction and Purposes - Presentation and Group Discussion
- 9:30 AM Costs of Raising / Avoiding / Cycle of Indecision
- 10:00 AM Personal Case - Effective and Ineffective Communication Skills
- 11:00 AM Orchestrating a Difficult Conversation Authentically
- 11:30 AM The Three Conversations Framework
- 12:00 PM Lunch
- 1:00 PM Working with the 'What Happened' Conversation
- 2:30 PM Role Play – Preparation, Conversation, Debrief
- 4:15 PM Key Lessons and New Questions
- 4:30 PM End of Day One

Day Two

- 8:30 AM Key Insights from Day One + Q&A
- 9:30 AM Delivering Bad News
- 10:00 AM The Role Reversal Exercise - Seeing it from the Other Side
- 12:00 PM Lunch
- 1:00 PM Managing Strong Emotions – Ours and Other People's
- 2:30 PM Identity and Its Role in Difficult Conversations
- 3:30 PM How to Begin and Deciding Whether or Not to Engage a Topic
- 4:00 PM Putting it All Together: Going Forward and Personal Action Plans
- 4:30 PM End of Workshop

