

# GO.COURSES



**Courses and instructors  
to develop your potential.**

Live online or face to face.

# Difficult Conversations

Everyone is required to communicate a difficult message at some point in their career.

How this message is received is dependent on several factors and the outcome of a poorly delivered message can be catastrophic for a business.

This 3 hour interactive workshop will help delegates to become well equipped to deliver difficult messages effectively while coping with awkward behaviours within the team.

## What will I learn?

### LESSON 1

What People Want – The five elements that the receiver of a difficult message needs satisfied and how to meet them.

### LESSON 2

Structuring Your Message – Reviewing a set structure for delivering a message and how it works in practice.

### LESSON 3

Using Internal Statements – Examining our internal statements and how our thoughts affect our actions. What to do to overcome this.

### LESSON 4

Addressing Awkward Behaviours – Identifying why people act the way they do and establishing methods of managing difficult personalities.

### LESSON 5

Preparation for Communication – A chance to use the skills learnt to prepare for communicating a difficult message.

### LESSON 6

Communication Practice & Review – Practicing communicating a difficult message with peer review.

## Key features

- ✓ Face to face or Live Online
- ✓ Fully certified trainer
- ✓ Get key skills and practical knowledge
- ✓ This course is available for groups and 1-2-1 live online
- ✓ Course materials included
- ✓ Recognised course certificate

## Interested?

-  Call us: 01225 308979
-  Email us: [info@go.courses](mailto:info@go.courses)