

# Managing Difficult Conversations

## Dealing with Confrontation

How do we handle those conversations we all have in our lives, which we know we should be having – but are shirking? Ensuring we communicate effectively is a critical leadership skill, at all levels. Most of us fall short!

All that we do centres on achieving significant, measured results - one conversation at a time. Sometimes there are those situations where we find blockages, which seem impossible to overcome.

This workshop seeks to define the environment around the way difficult conversations develop, and defines what exactly a difficult conversation is. Managers of people find themselves regularly in these environments and often talk 'at' not 'with' their employees - they have 'versations not conversations.

The workshop then goes on to describe the importance of emotional connection in a conversation. Based on the premise that we think emotionally first and rationally second.

Delegates will leave the workshop with the skills required to hold that difficult conversation. They will be given a successful formula for understanding peoples reactions and getting the point across in the most professional and pain free way.

### Topics covered

- **Developing communication skills to notice when to ask questions and when to say what you think**
- **Understanding the difference between people who are difficult for the sake of it and difficult**



**because they have a grievance which you can solve**

- **Creating a culture where tackling difficult issues is a way of life through constant constructive communication**

### Activities

- **Role-play of holding difficult conversations**
- **Exercise on holding an open conversation**
- **Exercise holding a mining conversation**
- **Exercise on holding team conversations**

## Chris Hughes



Chris has 30 years of widespread business experience, having held Director marketing positions with companies such as Mars and Pillsbury UK. Combining his love and involvement with matters sporting with his business experience lead Chris to start up Prince Sports Goods in the UK. This business he ran for 10 years before selling to Benetton and striking out on his own.

Since 1995 Chris has undertaken a wide range of consultancy and interim management projects across most parts of the business spectrum. At the core of this work lies his relationship with Vistage the world's premier organisation dedicated to increasing the effectiveness and enhancing the quality of life of MD's and CEO's. In this role he employs a wide range of facilitating, mentoring and coaching skills, first instilled in him, he believes, through a number of years working with The Samaritans and in Youth Courts.

Chris combines a blue chip business background with both an understanding and knowledge of coaching and mentoring practices and principles and an empathic approach to people. This, he holds, is born both of a real interest in people and their potential, and hard won understanding that businesses prosper only when they recognise the importance people play in developing their business - and act accordingly.