



## Mastering Tough Conversations

9:00 a.m. - 12:00 p.m.

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During this workshop, we will delve into real-world scenarios that participants are currently dealing with in their interactions with peers, subordinates, or within the management hierarchy. By closely examining these situations, we will equip participants with the skills and tools needed to plan and navigate difficult conversations, de-escalate conflicts, and apply the five essential skills.

Key topics and themes to be covered include:

- **Identifying Challenging Conflict Situations:** Participants will reflect on the types of conflict situations that pose challenges to them personally.
- **Personal Approach to Conflict:** Exploring individual responses to conflict situations and understanding how they affect one's approach to resolution.
- **5 Skills for Resolving Conflict:** A video presentation will be used to illustrate the five key skills for effectively resolving conflicts.
- **Tools for Maintaining Calm and Respect:** Introducing practical tools and techniques for staying composed and respectful during conflict discussions.
- **Planning for Tough Conversations:** Participants will learn how to prepare and plan for challenging conversations, ensuring more successful outcomes.

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