

# Difficult Conversations at Work Workshop Solution

## Description:

How would improving your ability to plan for and take part in it challenging conversations reduce your stress and improve work relationships?

The temptation to avoid disagreeable interactions at work can be powerful. These conversations can be emotionally draining, and wrought with potential missteps. Yet learning how to reduce defensiveness, get to the heart of issues, and finding common ground, can turn these exchanges into opportunities for deeper understanding and trust.

In this session, you'll learn very practical ideas for participating in challenging conversations while building stronger work relationships. If you have ever lost sleep worrying about a difficult conversation at work, then this interactive session is were you want to be.

## Topics:

- Assessing your communication skills and growth needs.
- Deciding if you should act.

- Preparing yourself for challenging conversations.
- Considering intentions, assumptions and outcomes.
- Choosing the right setting.
- How to start the conversation.
- Recognizing and responding to nonverbal and verbal signals.
- Two questions that will focus thinking.
- Practicing perceptive listening and responding skills.
- Seeing beyond distracting behaviors and topics.
- Clarifying to build trust and find common ground.
- Reaching shared understanding and results.



[Request a no-cost, no-obligation proposal.](#)

## Audience:

This Workshop is for anyone who wants to build more the skills and confidence used in difficult interactions.

## Details:

- Half day

## Client Comment:

*Thanks again. Even today, I am having moments where I find myself pondering something we discussed. Thanks for sharing that kind of material with us!*

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