



RIPPLE
LEARNING

Difficult Conversations

Training that provides the skills needed to navigate interactions with others that you fear may involve escalating emotions and potentially conflict

Conversations typically feel 'difficult' when we anticipate negative consequences if the interaction doesn't go perfectly, or if it goes badly
It can feel like the trajectory of these conversations is hard to predict and that we don't have as much control over the outcome as we would like

Difficult Conversations training teaches attendees how to have these conversations safely when the stakes are high for the safety and wellbeing of all

Workshop Content

- Understanding what makes a difficult conversation 'difficult'
- How your brain and body respond to the stress of these triggering conversations
- How to prepare effectively for a difficult conversation
- Techniques to de-activate your own stress response so you can engage thoughtfully and constructively
- Learn how to listen deeply to de-escalate the stress response of the other person
- Learn how to identify and acknowledge the underlying needs and interests of the other person so that you can find the best possible path forward
- The skills of assertive communication
- How to raise an issue without triggering defensiveness in the other person
- How to adapt your approach in the context of differing personalities, generations, cultures
- What to do if you become concerned about the other person's mental health or wellbeing during the conversation
- How to work effectively with 'high conflict' personalities
- Strategies to maintain safety for all during difficult conversations

Making a Social Impact

100% of profits are distributed to fund the core services of effective youth mental health organisations

Our Facilitators

Experienced mediators, counsellors, psychologists, general managers and HR professionals with relevant professional qualifications and accreditations who are currently working with clients as well as providing training and workshops

Workshop Format

Face-to-Face (at your place)
Online (Zoom or other platform)
Hybrid (to suit your needs)

Workshop Length & Cost

One to Two hours	\$985 + GST
Half Day	\$1,985 + GST
Full Day	\$2,985 + GST



info@ripplelearning.com.au



1300 262 077

Ripple Learning Workshops

Delivered in 1-2 hours,
half-day or full-day formats

Managing Conflict

Conflict Resolution
Courageous Conversations
Difficult Conversations
Conflict Resolution & ADR for
Construction
Negotiation Skills

Boost Performance

Performance Management
Giving and Receiving Feedback
Engaging with 'Why'
Maximising Motivation
Performance for Hybrid Teams

Strengthen Wellbeing

Accidental Counsellor
Mental Health First Aid
Youth Mental Health First Aid
Stress Management
Building Resilience
Employee Wellbeing
Food for your Mood

Ripple Learning Short Sessions

Delivered in 1-2 hours

Foundational Interpersonal Skills

Deep listening (Active Listening) skillset
Assertive Communication skillset

Conflict Series

Understanding conflict (how to analyse and deconstruct a conflict and move forward)
Understanding individual differences in conflict (how our personality, culture and well-being affect our response)
Skills to de-escalate conflict in the moment
Communicating assertively (how to speak directly and respectfully and ensure you're heard)
Managing high-conflict personalities (what to do when nothing seems to work)

Boosting Performance Series

Understanding motivation
Giving and receiving feedback
Coaching to enhance performance

Resilience Series

Understanding resilience and stress
Physical resilience (food for your mood)
Physical resilience (sleep and exercise)
Emotional resilience (mindfulness, breathing, connectedness)
Cognitive resilience (flexible thinking, locus of control)
Spiritual resilience (ensuring clarity of purpose that is aligned with values)
Self-management (time management, structured problem-solving, perfectionism and procrastination)

Wellbeing Series

Food for your mood
How to boost your energy
General wellbeing



Ripple Learning Ltd is a social enterprise and registered charity

ABN 48653976642

