

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 \$1,995 + GST
Half Day \$2,995 + GST
Full Day \$5,395 + GST



Ripple Learning Ltd is a social enterprise and registered charity



info@ripplelearning.com.au

1300 262 077

ABN 48653976642