ITC

International Training
Center Paris

TRAINING SCHEDULE

MANAGING DIFFICULT CONVERSATIONS

Overview:

Description: The Managing Difficult Conversations training program is designed to provide managers and employees with the skills and knowledge necessary to manage difficult conversations effectively. The program will cover a range of topics, including identifying difficult conversations, preparing for difficult conversations, delivering feedback, and de-escalating conflict.

Objectives:

- Identify difficult conversations and understand the importance of addressing them
- Develop effective strategies for preparing for and delivering difficult conversations
- Learn how to provide feedback in a way that is constructive and promotes growth
- Understand how to de-escalate conflict and turn a difficult conversation into a productive one

The training program will include lectures, case studies, group discussions, and practical exercises. Participants will have the opportunity to apply the concepts learned in the training program to real-world scenarios. By the end of the training program, participants will have the skills and knowledge necessary to manage difficult conversations effectively, provide constructive feedback, and de-escalate conflict.

Targeted Groups:

- Managers
- Supervisors
- Team leads
- Human resources professionals
- Customer service representatives handling complaints

Planning:

Day 1: Introduction to Difficult Conversations

- Understanding the importance of addressing difficult conversations in the workplace
- Types of difficult conversations and their potential impact
- Identifying your communication style and its influence on managing difficult conversations

Day 2: Preparing for Difficult Conversations

- Understanding your own emotions and managing them during difficult conversations
- Developing a plan for addressing difficult conversations
- Strategies for engaging in active listening during difficult conversations

Day 3: Delivering Feedback

- Techniques for providing feedback that is specific, timely, and actionable
- Understanding the importance of empathy and respect when delivering feedback
- Managing reactions to feedback and handling defensiveness

Day 4: De-escalating Conflict

- Identifying and managing emotional triggers in difficult conversations
- Techniques for de-escalating conflict and promoting a productive conversation
- Strategies for finding common ground and building a path forward

Day 5: Practice and Application

- Role-playing exercises to apply the concepts and techniques learned throughout the training program
- Feedback and coaching from instructors and peers
- Creating an action plan for managing difficult conversations in the future