



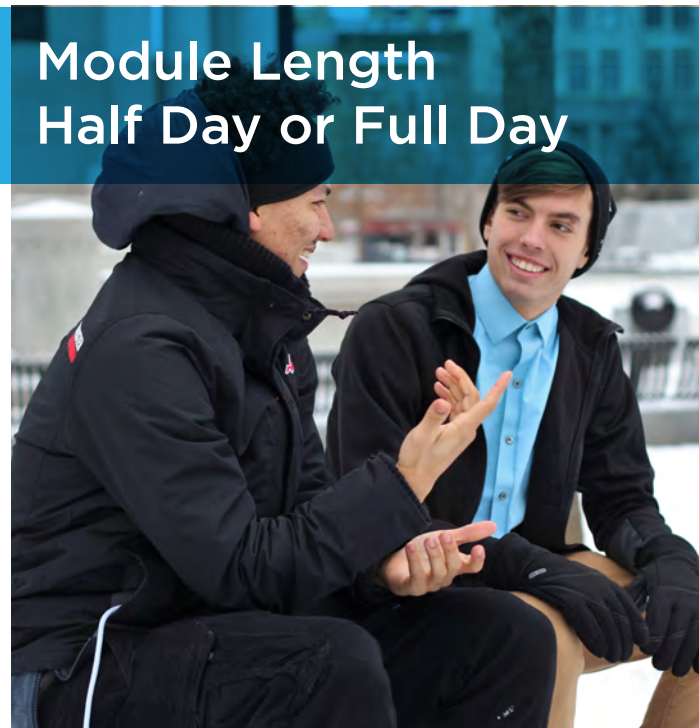
# managing difficult conversations

Every organization has problems. The good ones talk about them instead of ignoring them. In other words, they foster the openness and build the skills required to have the tough conversations, and do them well. It's not enough to just "muscle through" these conversations. We need to prepare, we need to empathize, we need to work from a mindset of curiosity and joint problem-solving. And we need to have the ability to adapt as the conversation unfolds. By mastering a few simple principles, you can turn these conversations from the thing that keep you up at night into the leverage you need to solve your organization's biggest challenges.

## Learning Outcomes

- **Communication Effectiveness.** Equip yourself with the principles and tools that work for your unique communication style. Receive individualized coaching from communication experts
- **Self-management.** Get the conversation started off right—the hardest part for most people. Manage your emotions under heightened circumstances of conflict, tension or emotion.
- **Mindset.** Adopt a mindset of joint problem-solving and curiosity that enables resolution and superior outcomes. Apply specific tools directly to real-world issues or challenges you face at work.

Module Length  
Half Day or Full Day



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