



Having Difficult Conversations

Format:
**Webinar, Keynote,
or Workshop**

Duration:
60–180 Minutes



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Session Overview

Difficult conversations often go off track not because of *what* we say, but because of what we *assume*, ignore, or overlook. In this course, you'll learn how to prepare for tough conversations by recognizing both the practical goals you need to achieve and the personal needs (like respect, clarity, and dignity) that must be met to keep trust intact.

You'll uncover hidden assumptions that shape your reactions, learn how your tone, body language, and phrasing (“the how”) impact the message, and map out your approach in advance for greater clarity and confidence. Through guided practice and reflection, you'll leave with a step-by-step process for having conversations that are honest, effective, and constructive—even when the topic isn't easy.

Learning Objectives

After this session, participants will be able to:

- Meet personal and practical needs in conversation
- Stop making assumptions
- Watch your “how”
- Plan your conversation in advance