



How To Have A Difficult Conversation



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🕒 1 day 📍 Face-to-face, Live online, Workplace 💰 \$ 900

Difficult conversations are all around us and they only become more difficult if we don't know how to participate in them effectively.

This course focuses on giving you skills like negotiation, planning, self-reflection, clarity, and empathy to turn difficult conversations into constructive ones.

We focus on understanding why some conversations are more difficult than others, and why that makes them more important to tackle effectively.

We'll examine some challenging situations in the workplace and provide participants with a set of simple skills to improve their ability to deal with difficult conversations and deal with conflict in a more confident and constructive way.

You'll also understand how to map out the root causes of conflict in your workplace, move away from aggression, and respond to unfair tactics, while devising strategies to maintain a positive outcome wherever possible.



Discover more at swi.nu/difficult

Course highlights

- Understand the drivers of difficult conversations and why people's behaviour becomes difficult.
- Understand the need to address conflict and the effects of not doing it.
- Acquire better communication skills such as assertive communication, listening skills, and basic negotiation.
- Plan a difficult conversation and anticipate outcomes.
- Apply resolution techniques and swiftly respond to unfair tactics.

Who should attend?

This course is designed for anyone who would like to improve their ability to participate in difficult conversations.

Learning objectives

By completing this course, participants will be able to:

- Develop skills and confidence to work constructively with conflict.
- Know how to manage and protect yourself in a conflict situation.
- Enjoy more collaborative outcomes at work.
- Meaningfully address and resolve conflict moving forward.
- Receive a participant course training manual to take with you.

What you can expect

- A workbook to take home or to work that you can reference back to.
- Learn alongside professional peers, and network.
- Pathways to continue your studies with Swinburne Edge.
- The immediate knowledge and confidence to implement your new skills.

Pre-course work

There are no pre-requirements for this course.

Dates

View dates and register for this course.

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The Swinburne Edge difference

Swinburne Edge is a division of Swinburne University that exclusively services professionals. We offer professional development to people with existing skills and experience, who are ready to up-skill or formalise their skills for their next career stage. Immerse yourself in a Swinburne Edge short course or qualification to enhance your current knowledge with fast-tracked, practical learning that gets you to your goal faster.

For further information, contact our Continuing Professional Education Advisors on 1800 633 560 or edge@swinburne.edu.au.




"The workshop allowed me to understand and appreciate different points of view when addressing project deliverables and expectations, as well as gave me insight into different ways of approaching challenging conversations."

Carl
Participant,
How To Have A Difficult Conversation





Contact us

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