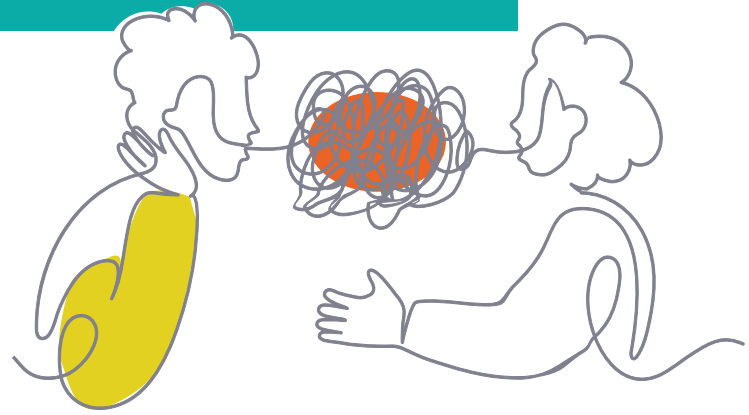


Difficult Conversations Lab

Does your group:

- avoid discussing disagreements?
- sugar-coat feedback or serve up bitter medicine?
- repeatedly raise issues without resolution?
- resolve issues only to find them resurfacing?
- struggle with addressing your most important conflicts?



Move from conflict to collaboration with the **Difficult Conversations Lab**.

In this immersive and transformative workshop you will develop the skills and confidence to handle any conversation on any topic with any person. Difficult Conversations Lab is a safe space for trying new conversation approaches, techniques, and skills tailored to your needs.

This is not a “listen and learn” workshop but rather a series of individual, paired, and small group exercises combined with robust opportunities to practice your most difficult conversations while receiving supportive coaching.

Who should attend?

- Executives
- * Leaders at all levels
- * Sales staff
- * Project and product managers
- * HR professionals
- * Customer-facing staff

In DIFFICULT CONVERSATIONS LAB you will build the skills and confidence to:

- Bring your best self to conversations
- Balance empathy and clarity in dialogue
- Create psychological safety
- Manage challenging reactions
- Negotiate everyone’s needs
- Co-create solutions, including the less obvious ones
- Minimize the likelihood of new conflicts emerging

What’s included:

- 1-day or 2-day in-person, virtual, or blended workshop
- Participant guide with tools
- Personalized feedback from the leader and participants
- Post-workshop coaching



Difficult Conversations

AGENDA (2 Day Version)

Day 1	Day 2
Introduction	Introduction
Bringing Your Best Self	Sharing What's Important
Opening Conversations	Small Group Practice
Lunch	Lunch
Small Group Practice	Finding Resolutions
Understanding Others	Introduction

OPTIONS

This is a flexible workshop tailored to the needs of particular organizations. Minimum runtime is a half-day. We suggest 1-day or 2-day workshops with a low facilitator to participant ratio to maximize practice and individual feedback opportunities. This workshop can be done in-person, virtually, or in a blended approach.



I learned more about how to talk through challenges with people in my life in two days than I did in five years of counseling.”

– Soisson & Associates client

What does the data say?

Managers typically spend about 25% of their time dealing with workplace conflicts, detracting from their other responsibilities (OU Human Resources, 2015).

43% of employees report their productivity declines due to unresolved conflict (CPP Global, 2020).