

MANAGING TOUGH CONVERSATIONS: 3-STEP SYSTEM TO POSITIVE, PROACTIVE SOLUTIONS



A simple 3-step process for dealing with the most difficult, and often most important, conversations. This hands-on tool will guide conversations – leading to decisions and actions for positive change.

Workshops - Half day

This highly interactive half-day workshop provides complete materials and involves role plays, discussion, improvisational exercises, and next step challenges. It provides a road map – to pull you through those difficult conversations. You become team members, invested in finding solutions, rather than two people on two sides of a table, arguing.

Attendees will learn:

- Confidence in dealing with difficult people and situations
- Simple formats to record progress, decisions and comments
- 3 steps that bring both people to a plan of action

E-learning

This interactive, video-driven learning provides all modules in about an hour.

Outcomes include:

- A transparent format to deal with difficult or uncomfortable conversations
- 7 critical skills for effective conversations
- 3 steps to follow each time there is a difficult situation or an important conversation you must have

Keynote - 60 minutes

Join CEO and bestselling author, Karen Hough, for an engaging, high-energy keynote! Why do people, teams and companies get stuck sometimes? Blocks in communication! That can lead to losses of productivity, profit, and trust. Karen shows how simple skills can open up communication and improve results!

Outcomes include:

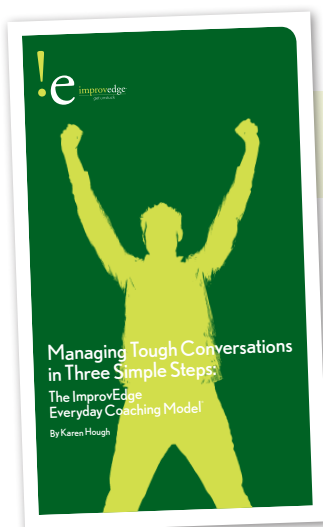
- Understanding the importance of letting a person find a solution before you tell them what to do
- 3 ways to get over the nervousness and fear of having a tough conversation
- Examples of simple ways to keep it light

Live Webinar - 30-60 minutes

This live, interactive format allows your dispersed teams to receive high-impact learning in a short amount of time. Everyone is engaged on their call, concentrated topics are covered and questions are answered. The webinar can then be archived for future use.

Outcomes include:

- Understanding how to develop 7 critical skills for effective conversations
- Knowing how to prepare and use the 3 steps to managing tough conversations
- Building confidence and calm during tough conversations



Guide and Book!

This kit provides a complete guide to effective conversations.

- Worksheets on 7 critical skills - separate guides for Preparation and Conversation - each using the 3 Simple Steps to Proactive Solutions
- Complimentary book describing the model and providing examples

Bulk discounts and custom cover/inserts available.



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