

I've Told You Before - Communicating The Difficult Message

What's in it for you?

We all face at times the need to deliver a difficult message to someone else. The tendency might be to “just leave it” in the hope that things might change or get better. Sometimes they do, but sometimes we need to tackle it – the longer we avoid dealing with the issue the harder it gets. This workshop looks at how to deliver difficult messages **confidently** and **assertively**. Most of our fears about tackling a difficult situation are in our heads. This workshop will enable you to overcome “imagined” consequences and deal effectively with giving the message.

What you will get out of it

By attending this session you will:

- Understand the barriers that prevent you from dealing with difficult situations and why.
- Learn new techniques to handle difficult or sensitive issues confidently through the words and phrases you use, and the tone you set.
- Understand the dynamics of someone who is feeling defensive and know how to handle the situation assertively.

Key Themes

- Preparing yourself to handle a difficult session.
- The power of words – knowing how words affect the impact of your message.
- How to deliver criticism or difficult news, and win co-operation rather than resentment.
- Learn how to defuse potentially difficult situations.
- Know how to stay calm and in control and reach a positive outcome.

What's Involved

- Input and skills practice on how to initiate the feedback or message you want to give.
- Hints and tips on managing the conversation positively and reaching a “win-win” outcome that leaves you and the receiver in a positive frame of mind.
- Case study examples of difficult situations and the opportunity to rehearse your response.
- Self confidence exercises to help you overcome your own nerves and increase your confidence.

“Distinguish between the person and the behaviour and the performance” STEPHEN COVEY