

# Having Tough Conversations

Program Outline



# Having Tough Conversations

Many of us cringe at the thought of a tough conversation because of its characteristics and nature. However, handling a tough conversation, planned or otherwise, is an inevitable reality of the modern workplace. Managers who avoid having a tough conversation are at risk of turning an issue or concern into a bigger problem. They may also make common mistakes that if left unchecked, can lead to discontentment and interpersonal challenges between peers.

Therefore, the ability to approach and engage in a tough conversation is critical. Armed with the required knowledge and set of tools, managers can effectively engage with a peer to ensure the outcome of the conversation is beneficial to both.

## Objectives

The program is designed to help learners:

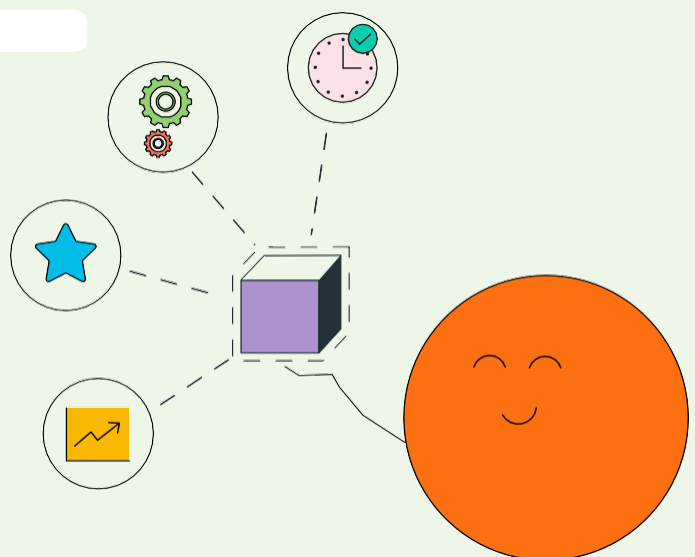
- ▶ Analyze what makes a conversation tough
- ▶ Discover one's approach to tough conversations
- ▶ Learn how to handle the next tough conversation skillfully

## Course Modules

**Module 1:** The Nature of Tough Conversations

**Module 2:** Understanding the Impasse

**Module 3:** Cracking the Code



# Program Agenda

The following agenda can be used to run the workshop in 90-120 minutes. The duration of each section is only an estimate and can be adjusted based on your requirement.

Topic	Approx. Time	Training Aids
<b>Introduction</b> <ul style="list-style-type: none"><li>• Introduction of the facilitator</li><li>• State program outline/objectives</li><li>• Map participant expectation</li></ul>	05 Minutes	Presentation slides
<b>Module 1: The Nature of Tough Conversations</b> <ul style="list-style-type: none"><li>• Activity: Difference of Opinion</li><li>• What makes a conversation tough?</li><li>• Why do we avoid tough conversations?</li><li>• What mistakes do we make?</li></ul>	25 Minutes	Presentation slides, Whiteboard, Link to breakout room (if VILT), Workbook - Case study scenario
<b>Module 2: Understanding the Impasse</b> <ul style="list-style-type: none"><li>• The 4 Conversational Styles<ul style="list-style-type: none"><li>◦ The Evasive Style</li><li>◦ The Submissive Style</li><li>◦ The Combative Style</li><li>◦ The Participative Style</li></ul></li></ul>	25 Minutes	Presentation slides, Videos, Whiteboard, Workbook
<b>Module 3: Cracking the Code</b> <ul style="list-style-type: none"><li>• The PEER Framework - Prepare, Engage, Empathize, Restore</li><li>• A new lens</li></ul>	20 Minutes	Presentation slides, Videos, Whiteboard, Workbook
<b>Wrap up and close</b> <ul style="list-style-type: none"><li>• Summary of the program</li><li>• Participant reflection</li><li>• Q&amp;A to reinforce the learning of the program and to guide on the application of the same.</li></ul>	15 Minutes	Presentation slides, Link to the feedback form