

Have Difficult Conversations with Clarity and Care

Stick to the FACTS

Workshop Overview

In this session, leaders will practice the conversation skills needed to have a positive impact in a difficult environment. This includes communicating clear expectations, providing effective feedback, delivering difficult messages, and knowing the boundaries of communication and language in a respectful workplace. This session is a practical approach to conversation planning, opening and closing lines, and how to discuss what matters most.

At the end of the workshop, participants will have learned how to have difficult conversations with clarity and care by:

1. PREPARING for the conversation
2. PRACTICING candor with care
3. KEEPING the conversation going

Surround Strategy

To ensure the workshop has lasting impact on job performance, we have designed our signature surround strategy as follows:

Pre-Workshop Preparation

1. Complete the Leadership-Link On-Demand LearningBurst: [Have Difficult Conversations with Clarity and Care.](#)
2. Read the Harvard Business Review article [How to Prepare Mentally for a Difficult Conversation](#)

In Class

- The workshop is very interactive, with practice activities for each section and skill. Personal Aha Moment and Commitment cards will be used throughout the workshop, and a final Commitment to Action Plan will be created at the end of class.

Post Workshop

- Each participant will have made action commitments to identify at least one behavior he or she will attempt to improve. Each participant will be encouraged to meet with his or her direct manager and share the Commitment to Action Plan.
- A follow-up communication will include links to optional in-depth materials for reference.

Meet our Team and Schedule a Workshop

Click [here](#) to read bios of our team members!

Click [here](#) to contact us for more information or to schedule a customized workshop.