Having Challenging Conversations

Core Competency Addressed in this Class:

Leading People
Ability to effectively hold challenging conversations where emotions are engaged.

Class Duration: One Day

Objective
The purpose of this workshop is to help you learn to effectively deal with difficult interpersonal conversations and relationships in your workplace. You will develop a framework for better understanding the complex nature of interpersonal communication and explore why misunderstanding is so normal. You will also learn multiple ways to manage your reactions to the challenging behaviors of others and practice skills that are particularly helpful in dealing with challenging conversations, including giving work related feedback.

Desired Learning Outcomes
By the end of this course you will be able to:
1. Better understand the complex nature of interpersonal communication in order to respond more strategically when the going gets tough.
2. Identify the defensive reaction patterns of self and others and employ “pattern interrupts” as a means for managing fight and flight reactions to stressful situations.
3. Express your feelings in a non-defensive manner.
4. Increase your self awareness as a foundation for emotional intelligence.
5. Employ advanced listening skills to encourage open discussion in difficult conversations.
6. More effectively have coaching feedback conversations at work.

Instructor
Laura V. Page (MS, UW-Madison, MS-J, Northwestern Univ.) is a Program Director for UW-Madison’s Continuing Studies leadership and management group. Laura was an independent management consultant for over two decades, and is a frequent seminar instructor and keynote speaker.