

Crunch point conversations in teams

1 Day

Crunch point conversations are discussions that focus on critical situations: managing team disagreements, handling difficult people or raising sensitive issues with colleagues. Learn to handle challenging work conversations in a professional and assertive way. Set boundaries and maintain your personal power during tough conversations. Respond appropriately to difficult communication patterns. Stay resourceful when others become emotional. Discover how to influence effectively. This course will boost your ability to get your point across at work.

What you'll learn to do in this course

You'll come out of this session with powerful tools for communicating in the workplace. We'll bring theory to life and tell you how to succeed. A range of practical tips will be presented to you. You'll talk through examples and enjoy practical exercises. At the end of the course, you should be able to:

- use a four step process for communicating with impact
- listen actively and accurately
- ask solution focused questions
- state your position
- resolve differences of opinion

Topics you'll cover

- Keys to crunch point conversations
- The LAST model of communication
- Listen before you speak
- Be solution focused
- State your position
- FAST ways to resolve differences
- Giving feedback to your colleagues

Book your training NOW

Call Eleanor Shakiba on 0433 126 841

Download course information at
www.thinklearnsucceed.com.au

“think
learn?
succeed”

“Smart training for clever people”

What others have said
about the course...

“An enjoyable and valuable day.”

“The course was extremely helpful in highlighting strategies for future workplace and life conversations.”

“Some great activities. Excellent quality of materials. Facilitator had good energy and was an excellent presenter.”

