

# Difficult Dialogue



A 2-day programme

## Who for:

Difficult situations occur for everyone. This programme looks at a range of problematic situations where dialogue can be challenging, and examines the most usual “default” responses, and why these are so often less than constructive. Above all, the course teaches a practical step-by-step approach to make “Difficult Dialogue” a skillset we can all learn and perfect.

## In this programme, you will learn and practise:

- Defining “Difficult Dialogue”: where and when are these exchanges necessary and, if well handled, useful and constructive?
- Recognising “default” responses when the going gets tough: the “flight or fight” reaction pulling us into “silence or violence” mode
- Steps in using “Difficult Dialogue” skills to speak out when you need to (without causing offence), and to resolve or pre-empt conflict (without escalating confrontation)
- Pulling your own strings: recognising individual emotional “coping” styles in difficult situations; how to choose a constructive emotional state, rather than be at the mercy of external triggers
- Seeking clarification: probing facts and gathering information objectively; noticing gaps and what is not said; precision questioning; active listening
- Establishing common purpose: “chunking up” to mutual goals, needs and well-formed outcomes; understanding others’ positions, “all round vision”
- Proposing actions or solutions; building on suggestions, offers and ideas; positive language, “and” not “but”
- What to do if dialogue breaks down or you reach deadlock: mediation, arbitration, options and alternatives

