

## THE CHALLENGE

According to Bruce Patton in his book “Difficult Conversations”, the long-term success and even survival of many organizations may depend on their ability to master difficult conversations; this is so because the ability to handle difficult conversations is a prerequisite to organizational change and adaptation.

Hence, the challenge is how can individuals, in an organization, have these “dreaded” difficult conversations (such as “performance feedback”, “salary raise”, “career planning”, “ranking”, among others), in such a way that elicits the best in people and generates the best results.

## AUDIENCE

Individual Contributor, Supervisors and First Line Managers.

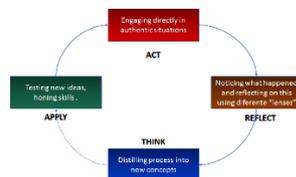
## OBJECTIVES

Enable participants to have effective “difficult conversations” especially regarding:

- how to understand what is at stake;
- how to understand what happened and what are the feelings involved;
- how to create a learning conversation.

## FORMAT

- 1 pre-webinar (2 hours, 2-4 weeks prior to workshop) to contextualize the program and "to get to know" the participants / facilitator.
- One 16-hour workshop (2 days) using the experiential learning model:



- 1 post-webinar (2 hours, 4-6 weeks after the workshop), for updates and support on “going-forward”.