

Deepen Collaboration

Workshop

DC-WS-13 – Mastering Difficult Conversations: Building Trust and Emotional Intelligence for Effective Management

Delivery Format

Live online or live in-person.

Who Should Attend?

People managers, team leaders, and supervisors who are responsible for managing staff and are seeking to enhance their ability to handle challenging conversations with emotional intelligence and effectiveness.

Course Aim

To equip people managers with the confidence, skills, and emotional competencies necessary to effectively manage difficult conversations, fostering an environment of trust, empathy, and high performance within their teams.

Duration

2 days (16 Hours).

Learning Outcomes

By the end of this 2-day workshop, participants will be able to:

1. Understand Emotional Intelligence

- Define and explain the components of Emotional Intelligence (EI).
- Articulate the importance of EI in managerial roles and its impact on team dynamics.

2. Self-Awareness and Self-Regulation

- Conduct self-assessments to identify personal emotional triggers and responses.
- Apply strategies to manage and regulate their emotions in the workplace.

3. Understand and Utilise Personality Types

- Identify different personality types using the DISC model.
- Tailor their communication styles to effectively interact with different personality types.

4. Balance Personal and Professional Boundaries

- Recognise the challenges of managing friends and colleagues.
- Implement strategies to maintain professional boundaries while supporting team members.

5. Develop and Demonstrate Empathy

- Understand the importance of empathy in leadership.

- Practice empathy mapping to gain deeper insights into team members' perspectives and needs.

6. Apply the RESA Model of Influence

- Introduce and apply the RESA model (Rapport, Empathise, Sell, Agree) to influence and persuade effectively.
- Build and strengthen rapport and trust within their teams.

7. Conduct Courageous Conversations

- Prepare and conduct difficult conversations in an empowering and trust-building manner.
- Use role-playing exercises to practice and refine their approach to challenging discussions.

8. Manage and Resolve Conflicts

- Identify and implement conflict resolution strategies.
- Use techniques to de-escalate tense situations and find mutually beneficial solutions.

9. Create a Culture of Open Communication

- Encourage continuous feedback and open dialogue within their teams.
- Develop actionable steps to build a supportive and trusting team environment.

This course will provide a comprehensive, interactive, and practical learning experience, ensuring that participants leave with the confidence and skills needed to handle difficult conversations effectively.