

# Crucial Conversations

## Overview

Having the hard conversation tends to be the thing people avoid most, we hope the issue goes away because we're unwilling to put ourselves in an awkward position. But it doesn't need to be this way, there are real and effective strategies to tackle the hard chat so that everyone walks away feeling better for having done it. For leaders, this high-level skill is vital.

This one-day workshop will develop your leadership skills in managing difficult but necessary conversations. Through understanding energy levels, emotional states, and gaining techniques to initiate and effectively respond to difficult situations, we build not only emotional intelligence but also positive workplace culture.

## Course content

- Learn about the effects of dopamine, how to recognise dopamine levels, and how it impacts you and your team
- Explore the research into the Emotion Wheel by American psychologist Dr Robert Plutchik, and how it applies to conflict situations
- Build your confidence and conversational experience through interactive roleplays
- Use case studies to create new techniques and skills when it comes to having crucial conversations

### Who's it for

This program will benefit all leaders, directors and managers from a variety of backgrounds and skill levels who wish to develop their communication skills

### Options

**Time:** 2 hours to a full day  
**Delivery:** Easily tailored to suit  
(In-house workshop, webinar, group delivery or individual coaching)



(03) 5461 1254



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