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Learning Style: Virtual Classroom

Technology:

Difficulty: Beginner

Course Duration: 1 Day

Navigating Difficult Conversations

About This Course:

This course provides a framework and techniques to help develop actions when facing difficult conversations. Students will gain confidence in their ability to constructively address stressful situations. They will also assess their own conflict management styles and learn tools and techniques to reframe discussions to yield

more productive outcomes.

This course has been approved for 7 PDUs | 7 CDUs

Course Objectives:

- Understand conflict and the sources of difficult conversations.

- Identify what each of us brings to difficult interactions with others.

- Consider what we can and cannot control in when faced with a difficult conversation.

- Take an assessment to identify personal tendencies when managing conflict and learn how to expand approaches to resolving conflict successfully.

- Use a framework for engaging in difficult conversations that results in better outcomes for all

Audience:

- Anyone who is ever faced with conflict and related difficult conversations.

Prerequisites:

- None

Course Outline:

Difficult Conversations and Conflict

- Conflict defined
- The role of conflict in difficult conversations
- Types of conflict
- Changing our view of conflict

Contributions to Difficult Conversations

- How we filter our conversations
- Things we can and cannot control

Conflict Management Styles

- 5 Conflict management styles
- Reviewing individual assessments

MAI2 Framework for Difficult Conversations

- MAI2 Framework overview
- Review of each of the framework components
- Benefits of MAI2 Framework
- Practice using MAI2 Framework as a conflict management technique

PREWORK

- Participants will be provided a link to take an online personal conflict management style assessment prior to class.