








DIFFICULT CONVERSATION

Difficult conversations always take place when there is the possibility that at least one side runs the risk of reacting emotionally to the content of the conversation. For example, it could be about delivering bad news, giving critical feedback or addressing issues that are stressful for at least one side in the conversation.



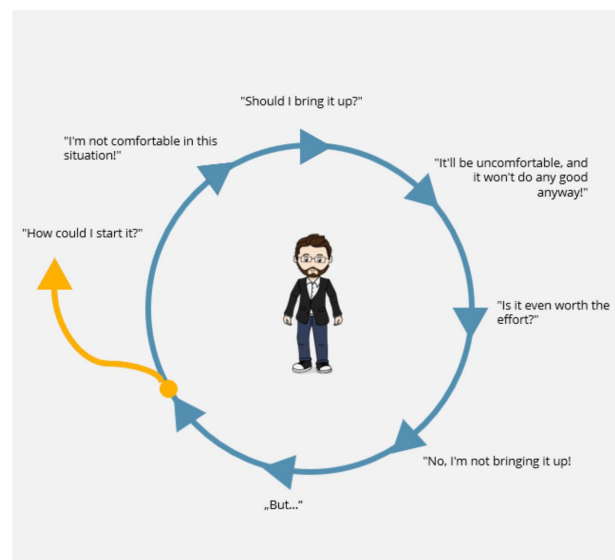
FACTS

-  **LANGUAGE**
German
English
-  **COURSE TYPE**
Presence Training
Online Training
Blended Learning
E-Learning
-  **REQUIREMENTS**
None
-  **AVAILABLE**
Inhouse
Individual (Blended and E-Learning)
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TRAINING DESCRIPTION

It is important to recognise conflicts in rather early, to deal with them promptly and to negotiate solutions to the problem. This training is aimed at beginners in conflict resolution. They learn to recognise conflicts, analyse them correctly, assess them and work on them in such a way that all sides can live with the negotiated solution.

THE VICIOUS CYCLE OF DECISION-MAKING



Having difficult conversations is uncomfortable for many people because they are afraid of the other person's reaction, or they themselves believe they will become emotional in the situation. We call this inner dilemma a vicious circle of decision.

Overcome the vicious circle by not asking yourself if or when you will address the problem, but rather: "How do I address the problem?"

CONTENTS AT A GLANCE

PREPARE MEETINGS

- Basics
- Filters in communication

PREPARATION FOR A MEETING

- Three versions of a story

PROCEEDING IN A STRUCTURED WAY

- A systematic approach

DEALING WITH EMOTIONS CONSTRUCTIVELY

- Emotions
- Self-conception
- Non-violent communication