

Tough Conversations that Move People Forward

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Tough Conversations

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One of the most challenging responsibilities for any leader is having a tough conversation. It's normal to want to avoid bringing up difficult issues or addressing problem behavior. But those issues rarely go away or improve on their own. Our Tough Conversations program gives your leaders both the confidence they crave and the tactics they need to have the tough conversations that move people forward.

Participants in the program will get:

- An awareness of what makes tough conversations so tough.
- Important insights on the psychology of confrontation that will help them stay calm and clear when others deflect or get defensive.
- Fundamental interaction skills - from mindset to tactics.
- Conversation prep tools that will set them up to identify and address the real issue.
- Insight on the habits that undermine effectiveness in a tough conversation.
- Increased confidence in having a tough conversation and balancing the often conflicting needs of a complex and changing workplace.

Program Details

Prep Work

Prior to the live session, participants will receive instructions to complete a confidential **self-reflection exercise** that asks them to consider their existing knowledge, experience, and concerns about tough conversations.

Live Session

Duration: 7 hours (virtual)

What the participants will experience:

- An engaging presentation of concepts.
- Lots of activities and interaction with the instructor and with each other. Participants will be encouraged to share what they already know, what they've tried, and what they wonder about.
- Materials they'll love enough to take with them, keep at their fingertips, or maybe even display at their desks.

Real World Experiments

We know the things you learn in a training session can quickly fade away and ultimately end up on the learning scrap pile. It's easier to keep doing things the way you've always done them. Our carefully designed "experiments" are one of the best ways to get learners to use new skills back on the job—and they add another level of depth to the learning experience.