



Q4 FOR CHALLENGING CONVERSATIONS™

Learn techniques for managing challenging conversations in both one-on-one and team interactions.

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NUTSHELL

Even the most skilled leaders find themselves dreading stressful business conversations and may postpone them or handle them badly, which could have a serious impact on business performance. Q4 FOR CHALLENGING CONVERSATIONS helps managers face their most difficult conversations with confidence by providing practical tools for ensuring a constructive outcome. The one-day, interactive workshop helps participants analyze and plan for stressful and challenging conversations, such as dismissals, peer conflicts, assignment changes, poor performance reviews, and giving candid feedback. Participants learn how to plan better; control stressors; and use effective communication tools when conversations become emotional, meet with strong resistance, or reach an impasse.

As an enhancement of interpersonal skills, participants may only enroll if they have completed the LEADERSHIP THROUGH PEOPLE SKILLS® workshop offered by Psychological Associates.

BENEFITS AND OUTCOMES

Participants will learn to:

- Deal with their own reactions (stressors) to stressful discussions
- Manage their own behaviors first, to perform appropriately and effectively
- Apply the Dimensional® Model of Behavior™ to adapt effectively to others' behavior
- Manage reactions and emotions of others constructively
- Communicate bad news or negative information as productively as possible
- Promote real commitment to action steps after the conversation
- Use these skills in both one-on-one and team environments.

HOW IT WORKS

Q4 FOR CHALLENGING CONVERSATIONS is an interactive workshop. Participants learn by doing, applying concepts they learn through team exercises, case studies, simulations, and role plays. Then, they identify a real-life challenging conversation they must have at work. By developing a strategy with a detailed plan, they leave equipped to have a successful discussion. They also receive planning guides and other materials to apply learning to future stressful discussions.

