

Workshop - managing difficult conversations

Even when we do excellent work for good clients, there are times when we must broach problems, deliver unwelcome news, respond to complaints, and deal with disappointment. Approaching and handling difficult conversations well is an important element of sustainable professional success.

Julian Midwinter & Associates can help your professionals manage these difficult situations and conversations to restore confidence, keep clients, and strengthen relationships. During an interactive and practical session, useful techniques and conversation models to equip your professionals to do better in difficult conversations will be workshopped.

Participants will discover, discuss, and practice conversation models and be encouraged to build these into their everyday repertoire to tackle uncomfortable moments, tough talks, and necessary conversations.

This session covers:

- saying "no" in acceptable way
- delivering bad news
- bills that ring alarm bells
- when price is a problem
- managing clients when the work involved is way beyond expectations
- colleagues who let clients down
- dealing with disappointment
- what to do when you've slipped up and how to recover
- repairing relationships
- positive everyday practices.

Examples, situations, illustrations, exercises, and break-out tasks are tailored to the needs and interests of each group.

If your professionals will benefit from some help to better manage difficult conversations and excel at client relationship management, contact us and we will deliver a program in response to your challenges.

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