



THE INFLUENCE BUSINESS

Raise your level of influence

CHALLENGING CONVERSATIONS

Overview

This **half-day** programme for a maximum of **5 participants**, gives you the experience of handling difficult and often uncomfortable conversations. We develop scenarios in conjunction with you that can be used by all participants, no matter their expertise and experience. You may also choose to replay a past conversation or rehearse for a forthcoming one. These then form the context for a meeting with a client (actor/associate) where the future of the relationship is clearly at stake.

While you are conducting the conversation, the others are either observers or sitting with the 'client' on the other side of the table experiencing it from the client's perspective.

You will each use a different scenario and all will learn from their own participation and that of others.

Preserving the relationship with clients in difficult circumstances is of key importance and this programme addresses not only the skills and behaviours most commonly associated with success but also gives you the confidence to do it for real. You will have practiced your skills in an extremely realistic setting without any commercial risk.

Aim

To give you the skills and confidence to handle difficult conversations in the workplace which leave the relationship with the other person intact.

Outcomes

At the end of this programme you will appreciate:

- The importance of understanding before you offer any solution
- How to ask questions that get under the skin of the matter
- The importance of listening very carefully
- How to match your tone with that of the other person
- The importance of natural body language
- Why an apology is very powerful
- How to get the other person talking
- How to appear relaxed and natural whatever the circumstances



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Methodology

An actor/facilitator assists with the programme, creating highly realistic situations where you can develop and practice your new skills in a commercially safe environment. Feedback is honest though always constructive and always associated with specific behaviours.



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