

# SAY IT!



## FIND THE WORDS FOR DIFFICULT CONVERSATIONS

Difficult conversations are necessary but often avoided. This half-day workshop asks each participant to focus on one difficult conversation that they currently face. They are given guidelines for how to say what needs to be said, and feedback on how to say it. By the end of the workshop, have a script for what to say. Special emphasis is placed on communicating with integrity and respect for self and others. This optimizes harmonious ongoing communication.

When productive work requires making a request, saying no, delivering bad news, giving challenging feedback or influencing someone who may not appear receptive, communication can be challenging.

This workshop provides a way to navigate the natural tendencies to either avoid communication, or to speak up in a way that is overly accommodating or aggressive. This training gives participants a way to practice balanced communication in order to limit emotional reactivity and optimize saying what really needs to be said.

### VALUE PROPOSITION

Productivity can be significantly impaired when necessary communication either fails to take place or when the communication that does occur, has damaging results. This workshop ensures that individual have the tools and confidence they need to speak up and to do so in a way that is productive. When necessary conversations take place regularly, the whole organization benefits. The result is:

- Greater productivity
- Less potential conflict
- Improved working conditions and teamwork
- Greater employee retention
- Less wasted time, energy, and money.

Refer to [The Cost of Miscommunication](#) information sheet for more insight into how to assess the cost of miscommunication.

### METHOD

Participants engage in a series of activities and discussions to identify one situation they want to focus on, what they want to say, and the core issue that needs to be addressed. The costs and concerns associated with speaking up (or not) are addressed. Participants use a worksheet to create a draft of what they want to say and receive feedback from others.

In preparation for the upcoming conversation, they learn a powerful technique to address feelings of uneasiness and then fill out a script sheet for the words they want to say. They then receive another round of feedback and support.

### OUTCOMES

- Recognize the benefits of facing difficult conversations
- Find a clear voice that will support continued contact with others
- Recognize limiting communication
- Become familiar with a model for balancing self-care and self-respect, with care and respect for others
- Practice with a powerful technique for soothing uneasiness
- Receive coaching on how to communicate honestly, clearly and responsibly

### INCLUDED COMPONENTS

Additional copies of the worksheet and final script sheets are provided for ongoing support in facing future difficult conversations. A thorough bibliography as well as 33 tips and guidelines are also included to ensure ongoing learning.

This workshop is applicable for all levels in an organization and is an excellent introduction to applied communication skills. It can also be customized for specific communication challenges and issues that are specific to your organization.

If your organization needs a more thorough framework for communication, take a look at the one-day [Courageous Communication](#) training. Contact Barbara at [BB@contactpointassoc.com](mailto:BB@contactpointassoc.com) for more information.