



Mediation
Northern Ireland

DEALING WITH DIFFICULT CONVERSATIONS

In-person or online
programme

If you struggle to have difficult
conversations, then this
programme is for you.

DEALING WITH DIFFICULT CONVERSATIONS

CPD ACCREDITED



Why go on the programme?

If you struggle to have difficult conversations, then this programme is for you. According to the Chartered Institute of Personnel and Development (CIPD), managers tend to be most confident about the technical aspects of their role, such as meeting deadlines, managing projects and delegating tasks, compared with the 'people' aspects, such as managing conflict and in particular managing difficult conversations. The programme includes both theory and interactive experiential exercises.

Who should attend?

The programme is aimed at leaders and managers of all levels who are interested in increasing their ability to effectively deal with difficult conversations. There are no prerequisites for this programme.

What is a Difficult Conversation?

A difficult conversation is one whose primary subject matter is potentially contentious and/or sensitive and may elicit strong, complex emotions that can be hard to predict or control. It is anything you find hard to talk about.



Learning Outcomes

Participants will



Explore the importance of perceptions and cognitive biases



Investigate what makes a conversation difficult and the three elements behind every difficult conversation



Discover impact vs intention, blame vs contribution and how to stay curious



Discuss how to both give and receive challenging feedback



Learn tips and tricks on how to have a difficult conversation



Gain valuable preparation tools

Programme Directors

Enda Young



Enda is the Managing Director of Mediation Northern Ireland. He has been involved with conflict resolution, mediation, and negotiations for over twenty years. He's worked with some of the world's largest companies and organisations and specialises in helping people get better at dealing with conflict.

Laurie Randall



Laurie is the Director of Mediation and Development of Mediation Northern Ireland and has worked with us since 1995. She has over thirty years experience working as a mediator, facilitator and trainer with hundreds of organisations in the public and private sectors.

Other Upcoming Courses Available

1-day Workplace Conflict Resolution Skills

3-day Immersive Conflict Resolution Practice

8-day Mediation Theory & Practice

Further information available at <https://mediationni.org/training/#upcoming>

Other Services Available

Bespoke Training Solutions

Workplace Mediation

Conflict Coaching

Further information available at <https://mediationni.org/services/>

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To find out more visit
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Mediation
Northern Ireland

Helping you handle conflict better