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# Conquering Challenging Conversations

## Course Description

Challenging conversations—whether about performance, behavior, or sensitive topics—require skill, preparation, and composure. This course equips leaders with proven strategies to handle high-stakes discussions in ways that protect relationships while achieving desired outcomes. Using Servant Leadership principles, Management Excellence practices, and DISC insights, participants will learn to adapt their message and delivery to different personality styles.

## Course Objectives

Plan and Lead Difficult Discussions:

- Recognize when a direct conversation is needed
- Prepare clear objectives, key points, and anticipated responses
- Keep the focus on solutions and next steps

Communicate with Clarity and Control:

- Use concise, respectful language to address issues
- Manage emotional reactions and keep conversations productive
- Adjust delivery for different DISC personality styles

Apply Strategies in Practice:

- Engage in role-play to rehearse real-world conversation scenarios
- Rotate roles as initiator, receiver, and observer
- Participate in debriefs to refine skills and increase confidence

## Training Format

1-Day: Morning covers preparation and communication techniques; afternoon focuses on navigating challenges, adapting to DISC styles, and practicing through role-play