

Softening the Blow

Delivering the News They Don't Want To Hear



CAROL ANN FRIED

A half-day workshop to help script and deliver those tough conversations while maintaining your equilibrium...

What You'll Learn

- ❖ The most important skill
- ❖ How to appreciate their Big Picture
- ❖ Strategies for cooperation
- ❖ How to script your communication
- ❖ Expected reactions and how to deal with them
- ❖ How to give critical feedback in a clear, clean and concise manner

Some comments from a recent group of managers

Something I plan to do very soon is...

- use more validation
- actively listen
- keep my emotions in check
- have a difficult conversation and feel confident in my delivery
- rephrase my criticism
- listen to understand and then be understood



What I especially appreciate is.....

- having tools available to start these tough conversations
- understanding all the various dynamics involved for both parties
- the interactive, open format of the workshop
- the variety of different approaches
- techniques to remove barriers to communication
- opportunity to look at current issues in a different light

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