

Managing Difficult Conversations

AEN is hosting a **Managing Difficult Conversations** Workshop for GTO Members.

We have so many interactions in the run of a day, it's reasonable to expect that some of them are going to be difficult. Whether these are conversations that you have in person, or you manage a virtual team and need to speak with someone in another city, there are things that you can do to make these conversations go smoothly. This 3-hour workshop will give you the tools to manage difficult conversations and get the best results possible out of them.

The goal of this course is to empower professionals to be in control of a difficult conversation at all stages of it so that they can achieve the desired outcome. It is a necessary skill in the management of human resources, handling of customers, and team management.

Topics include

- Breaking the ice
- Considering the consequences
- Establishing positive intent and identifying the desired outcome
- Managing body language
- Speaking persuasively
- Active listening and asking questions
- Probing techniques
- What's your purpose?
- Anticipating conflict
- Mutual respect and common ground
- Staying in control, when to walk away and when things don't work
- And more...

Registration

Date and time:	Tuesday 19 March 10.30am – 1.30pm
Location:	AEN Office, Level 3, 478 Albert Street, East Melbourne VIC 3002
Cost:	Free for AEN Members
Non Member Cost:	\$50

A light lunch will be provided after the workshop.

*Please advise of any dietary requirements at the time of registration.

Register online via the [AEN Calendar](#) by COB Friday 15 March 2019.