

How to Communicate a Difficult Message

Description of Course

Everyone is required to communicate a difficult message at some point in their career. How this message is received is dependent on several factors and the outcome of a poorly delivered message can be catastrophic for a business.

This course will equip the participants to deliver difficult messages effectively while coping with awkward behaviours within the team.

Course Objectives

- By the end of this course delegates will be able to:
- Identify the best method of communicating for the topic
- Prepare and structure effectively in order to communicate a difficult message
- Use techniques to overcome personal barriers to communicating difficult messages
- Manage awkward behaviours and difficult personalities
- Facilitate effective communication sessions

Duration of Course

Half day

Course Outline

Methods of Communication & How Best to Use Them

— This interactive session looks at the different messages that the participants might be required to deliver. The participants are then encouraged to consider the best method of communicating that message.

Preparing to Communicate -

- **What People Want** - The five elements that the receiver of a difficult message needs satisfied and how to meet them.
- **Structuring Your Message** - Reviewing a set structure for delivering a message and how it works in practice.
- **Internal Statements** - Examining our internal statements and how our thoughts affect our actions. What to do to overcome this.

Awkward Behaviours - Identifying why people act the way they do and establishing methods of managing difficult personalities.

Facilitation Skills - Playing the role of facilitator as opposed to simply 'presenting' information to your team.

Preparation for Communication - A chance to use the skills learnt to prepare for communicating a difficult message.

Communication Practice & Review - Practicing communicating a difficult message with peer review.