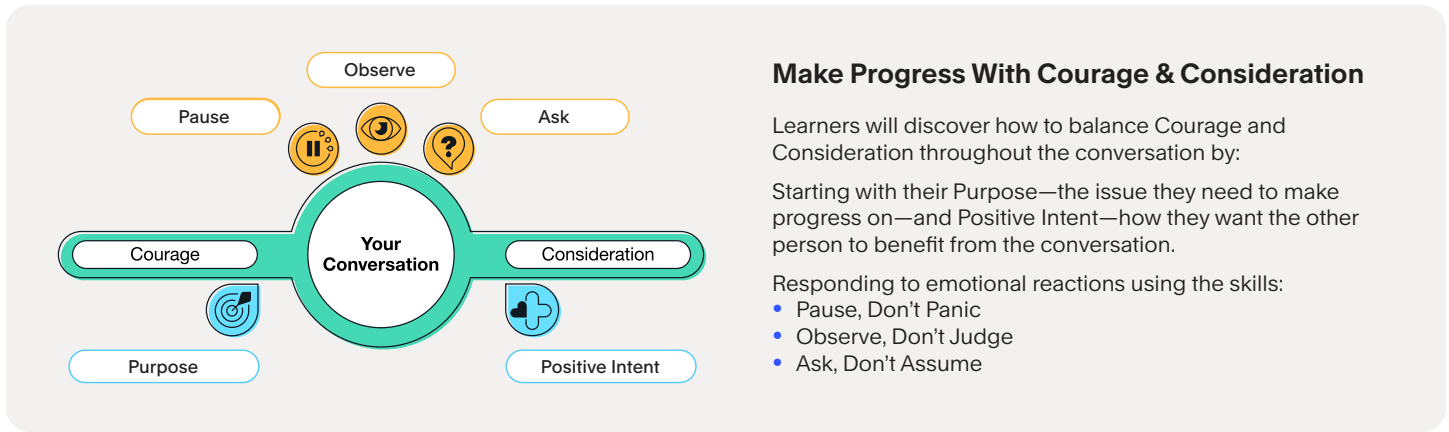




Navigating Difficult Conversations: Turn Tension Into Progress™

Many people avoid difficult conversations or handle them poorly because they're afraid to address uncomfortable issues and feel unprepared to respond to the emotional reactions that inevitably arise.

Navigating Difficult Conversations: Turn Tension Into Progress™ takes a targeted approach to helping learners manage emotional tension and conduct conversations in a way that enables all parties to stay engaged in collaborative dialogue. Learners will shift their mindset from fearing and avoiding difficult conversations to seeing them as *the* way to make progress on important issues. And they'll develop the skills to build trust and respect in every relationship as they navigate sensitive topics.



Make Progress With Courage & Consideration

Learners will discover how to balance Courage and Consideration throughout the conversation by:

Starting with their Purpose—the issue they need to make progress on—and Positive Intent—how they want the other person to benefit from the conversation.

Responding to emotional reactions using the skills:

- Pause, Don't Panic
- Observe, Don't Judge
- Ask, Don't Assume

Challenge	Solution
Not knowing how to start the conversation.	Create a strong foundation for difficult conversations by setting a clear and collaborative tone that balances their own and others' needs.
Emotional reactions in yourself and others derail the conversation.	Understand that emotional reactions are a natural, human response—and notice them as a signal that the conversation needs an adjustment to stay on track.
Responding productively when emotions arise.	Practice a range of tactics to respond in the moment to help everyone stay engaged and make progress.

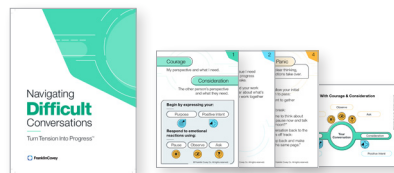
Delivery Options

Navigating Difficult Conversations: Turn Tension Into Progress consists of one session and is available Live In-Person, Live-Online, and On Demand, each with three weeks of reinforcement microlearning on the Impact Platform.

Live In-Person	Live-Online	On Demand
One 120-minute session	One 120-minute session	One 30-minute session

Product Components

- Participant guide
- Cards



The FranklinCovey All Access Pass® allows you to expand your reach, achieve your business objectives, and sustainably impact performance. It provides access to a vast library of FranklinCovey content, including assessments, training courses, tools, and resources available Live In-Person, Live-Online, and On Demand. For more information, contact your FranklinCovey client partner, visit franklincovey.co.nz, or call 0800 475 078.

