



GROUP
emc

LEADING DIFFICULT CONVERSATIONS

creating positive outcomes from
negative circumstances

Difficult conversations are just that - Difficult. Always, they involve leadership. Often, they involve negotiation.

They come in many forms: a Chair building consensus for a strategic initiative around the boardroom table; a CEO rolling out policy with Business Leaders; Line Managers engaging with resistive staff, clients or other stakeholders; maybe even a parent introducing the concept of 'paying board' to a teenager for the first time.

Whatever the format or reason, leading difficult conversations must involve integrating leadership values and address the driving needs and beliefs of the other party or parties at that table.

This program assists leaders to first connect with empathy, by understanding the underlying perspectives and biases 'at the table'.

With this knowledge and understanding, leaders learn to then apply simple yet specific rules and structures to achieve better, easier, authentic outcomes for you and your audience.

Why GroupEMC?

We have coached more than 5000 Australian business leaders and public figures over the past two decades and now you can use the same insights to influence people to achieve your corporate objectives.

Our expertise and methods are the result of hands-on communications experience, cutting-edge neuroscience knowledge and more than 15 years of corporate consulting.

Who it's for:

- Board Chairs, Presidents & CEO's
- Line Managers & Team Leaders
- Anyone who needs to lead uneasy conversations
- Especially relevant for executives who are new to a business or team, and have to stamp their credentials and leadership authority early
- Highly valuable for Board Chairs/Presidents who need to preside over members with vigorous points of view, allowing those views to come forward in a cohesive and authentic way for the benefit of the entire business, without personal viewpoints and grand-standing taking dominance.

What you'll learn:

- A simple, clear pathway for conversations to follow
- Core Beliefs and Cognitive Biases and how they impact receptiveness
- Identifying and minimising communication resistance points
- Logical Levels of arguments and how to 'get out of the detail' to find common ground
- The 3 elements of Attitude Change and how to change attitudes rather than just change minds

How you'll learn:

- ½ day program
- (May also be delivered as a workshop-style round-table with an executive team, facing the dissemination/communication of a complex issue or a volatile environment)
- contextual material coverage
- explanation and provision of specific tools and techniques

What you'll take away:

Each participant receives:

- a suite of customised handouts and template tools

For bookings and enquiries:

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