

The Art of Tough Conversations: Giving and Receiving Feedback with Greater Confidence

The desire to avoid tough conversations is natural. Managers don't want to come across as a jerk or hurt someone's feelings. Or maybe they have so much anxiety behind what they want to say, they can't muster up just how to initiate the conversation. It isn't always easy to say what needs to be said, especially in the workplace, but managers avoiding key conversations can hinder productivity, effectiveness, and retention.

In this interactive workshop, Cecilia Gorman goes deep into the art of having tough conversations, showing participants how to not only survive them, but successfully maneuver the process. Through role play, discussion, and application worksheets, participants learn the important facets of communication challenges, and how to give feedback that is both honest and productive.

In addition to initiating tough conversations, participants learn how to receive difficult feedback. From understanding how our bodies physiologically react to feedback, to learning and avoiding shutdown triggers, to navigating emotions that arise mid-conversation, Cecilia shows how to truly deliver (and receive!) constructive criticism and move forward with progress.

Perfect for professionals at all levels, this workshop is sure to open the lines of communication and build a foundation for stronger work relationships.

Key Learning Points

The three types of feedback, when to use them, and how to distinguish between them

Tips for managing emotions that arise when receiving tough feedback

Tools to keep communication productive and readily heard



New managers and experienced managers alike found the training incredibly valuable.

Andy Levine, CEO Development Counsellors Inc.