



The
Trillium
Group
Conflict Management Experts

DIFFICULT CONVERSATIONS

What is it?	Training program to help people manage conversations that create challenges for them in their personal or professional roles
For Whom?	Standard program for managers at all levels, or people facing particular type of challenging conversations; customized program designed based on level and skill of participants
Length	Standard program 2 days; custom designed programs 1 - 3 days depending on focus and numbers
Outcomes	Knowledge of typical triggers for difficult conversations, personal style differences, tools for handling conversations, templates for types of conversations and process knowledge for continual skill improvement
Features	Interactive, many practice opportunities, self-assessment information to take away, templates for two types of difficult conversations, opportunity to practice your own personal difficult conversation in risk free environment

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