

questas

Difficult Client Conversations (DCC)

A 2-hour interactive virtual classroom (up to 12 participants)

Who is it for?

Anyone who engages with clients in any capacity!

This course is designed to help navigate the inevitable (but hopefully infrequent) challenging conversations we have with clients (external & internal). Examples of the type of difficult conversations we find with our clients have are:

- Delivering bad news (us to them)
- Negative feedback (them to us)
- 'Scope creep' ("...could you just...")
- Challenging client's ideas
- Emotional clients
- Fees (both pre and post instruction)

Content:

- What type of DCCs are you having?
- Client scenario (we play out an example of a DCC and the audience feeds back their thoughts on why it was difficult)
- Physiology – what happens to our brains when conversations become heated
- Understanding Positions vs Interests
- Conflict Styles
- Structuring difficult conversations using the 3E model
- Heat and Light – how to take the heat out of a conversation whilst maintaining a good relationship

Takeaways:

- A clear, simple, effective structure for handling difficult conversations
- An understanding of what is happening physiologically
- Skills to reduce the heat in a conversation
- Developing new communication skills
- Increased confidence

Delivery and fees:

- Live online (Zoom or Microsoft Teams)
- £950 plus VAT