



HOW TO MASTER CHALLENGING CONVERSATIONS

*GAIN FULL CONFIDENCE IN YOUR ABILITY TO TURN
TENSION INTO TRUST*

Tensions in the workplace can arise because of differences of opinion, mismatched expectations or unhelpful behaviors. Fear of conflict can often leave things unsaid. Not after this workshop. We explore the proven way to handle challenging conversations such that relationships improve and better professional outcomes are guaranteed. This workshop explains the science behind these techniques and allows you to apply the insights directly to situations at work. The workshop is based on the bestselling book 'How to Have a Good Day' by Caroline Webb.

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WAY-OF-WORKING

This workshop brings a unique combination of theory and practice. We introduce the proven ways to deal with challenge and explain the science behind these approaches. Then we make you practice with each technique by applying it directly to your real-life challenges going on at work right now.

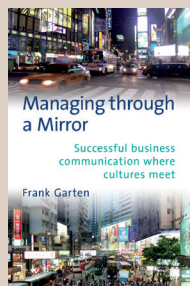
This way the workshop has a very practical character, preparing you optimally for these conversations once you go back to work the next day.

In-company tariff for one day: € 2.895 for up to 10 participants, and € 3.295 for 10-18 participants*.

This fee includes:

- Full workshop
- End-of-day assessment of gained insights
- The book 'How to Have a Good Day' by Caroline Webb, explaining all techniques dealt with in this workshop, and much more
- 20-min one-to-one Skype consultation for each participant after the course

* Tariff is excl. BTW and excl. conference package



TARGET GROUP

You attend this workshop when you realize that there should be ways to better handle challenging conversations. You often notice that you can improve when you see similar arguing patterns and defensive behavior in your business conversations. And even when you do not find yourself in conflict and can handle disagreement quite well, this workshop is guaranteed to bring powerful insights and loads of practical tools.

CONTENT

We explore 3 ways to of mental preparation for difficult conversations. And once in the conversation, there are proven ways to address the challenges without disrupting the relationships with others. We'll deal with 4 of such approaches. We end the day by giving you tools and techniques to facilitate discussions and to ensure disrupting opinions are openly brought to the table in your meetings. You gain a totally new level of confidence in your ability to handle challenges at work.



Frank Garten is a Netherlands-based business speaker, facilitator and trainer, specialized in 'clear conversations at work'. He has a specific expertise in communication and cooperation with people from different cultures. Frank is author of 3 books and provides lectures, public speaking and workshops across the globe. His workshops are full of practical tips that can be applied tomorrow when back at work. Frank has many years of experience as project manager, commercial manager and general manager in international businesses. With a PhD in Physics he can quickly connect to the work context of technical specialists, as well as senior management. With an open and enthusiastic style, he confronts people and supports them to increase their impact.