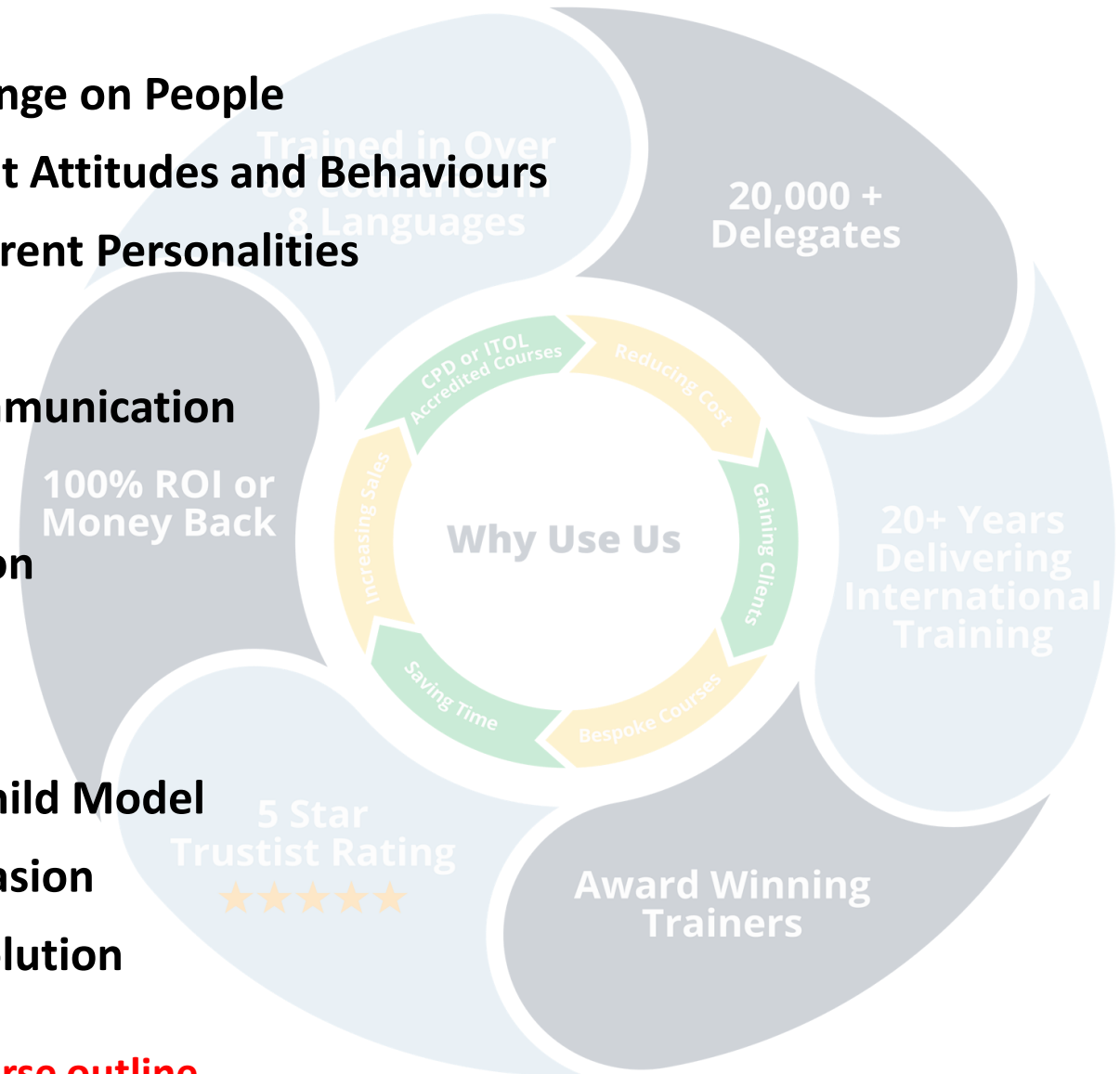


## Holding Difficult Conversations

All courses can be  
virtual or face to face

### Sample Content Includes:

- The Impact of Change on People
- Identifying Difficult Attitudes and Behaviours
- Dealing With Different Personalities
- Self-Control
- Interpersonal Communication
- Giving Feedback
- Evidence vs Opinion
- Managing Conflict
- Being Assertive
- Parent / Adult / Child Model
- Influence & Persuasion
- Conversation Resolution



**Contact us for a full course outline.**