

# Difficult Conversations

## What is covered in Difficult Conversations?

- Recognise the different stages of conflict and its causes
- Understand what needs to change to resolve conflict and create harmonious work environments
- Learn how to re-establish trust and become an empathetic listener

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## Who is it for?

This learning module supports people in having crucial conversations when there are high impact discussions that need to take place. Different models are shared to help people understand how they can start and maintain conversations that can be emotive or sensitive.

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## What does it offer?

You will gain awareness of the stages of conflict as well as the causes of conflict and how we can have difficult conversations while respecting the differences of others and maintaining our own needs and expectations. Attendees will have the opportunity to practice these skills in a safe environment and to refine their approach in having difficult conversations.

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## How do we sign up?

Contact us at [madebetterhuman.com.au](https://madebetterhuman.com.au)

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LEADING  
CONVERSATIONS  
SERIES