

Constructive Confrontation

This workshop is designed for employees at all levels who wish to improve their ability to tactfully communicate difficult issues. The focus of this practical program is on accurately and effectively delivering non-threatening messages to others with whom may be having difficulty.

Participants will be involved in actively applying what is being learned.

The workshop objectives are designed to help participants:

- Deal with disagreement by overcoming barriers
- Encourage expression of differences
- Preserve the dignity of the other person
- Understand how trimming can enhance effectiveness
- Ask questions that get results
- Work through emotional responses
- Create objective, balanced messages
- Improve rapport by increasing trust

