



**Because They Follow Your Every Move**

## **Difficult Conversations**

### *Communication Skills for Tough Situations*

Many leaders wait too long to have key conversations because they are lacking the skills and the confidence. This can lead to confusion, miscommunication, and increased conflict. This workshop provides strategies and tools to prepare you, so there is no longer any need to procrastinate.

### **Participants will learn to:**

- Understand what holds us back from the conversation
- Understand and overcome resistance to change
- Apply a new approach to problem solving and conflict resolution
- Understand how to use opposing ideas and mindsets to reach consensus
- Learn tools and strategies to apply with difficult decisions

### **This course is designed for:**

- New Managers with limited leadership training
- Leaders who want to sharpen their conflict-ability competency and leadership skills
- Managers wanting to boost their confidence
- Leaders wishing to improve their assertiveness levels
- Professionals responsible for handling conflict in their organization

At Integra, we are people dynamics specialists.  
We build people systems that are resilient and sustainable – perfectly prepared to survive, thrive and outperform.

All our programs are customized to meet your needs.  
Call us for a free initial consultation.  
905-373-4242