

# Navigating Difficult Conversations

## Growth Through Learning

In today's competitive and dynamic healthcare climate, it is critical to develop leadership skills to help team members reach their full potential. Our goal at Philips Healthcare is to train tomorrow's healthcare leaders today and provide support across all levels of the healthcare continuum.

### **Philips Leadership Excellence - PLE106**

When we think of difficult conversations, many images may surface. Difficult conversations are the interactions that happen (or should happen) every day in the workplace. They are the day-to-day conversations that exist among peers, direct reports, customers, and inter-departments. Difficult conversations are inevitable in any workplace. Those conversations can create unhappiness, stress, and tension. They can also impair and even destroy relationships. When handled poorly, they are likely to result in serious problems that interfere with productivity and leave everyone involved feeling frustrated and dissatisfied.

Many people put off having difficult conversations hoping that the situation will go away. You cannot avoid these kinds of conversations, but you can learn how to handle them more effectively. Developing the ability to handle these challenges will pay off in terms of reduced stress, increased confidence, improved relationships, increased trust, fewer problems, better teamwork, higher productivity, and better career opportunities. This program invites you to learn the skills necessary for having courageous and difficult conversations.

## Navigating Difficult Conversations (PLE106)



### Course objectives.

Upon completion of this course, the participant will increase their ability to:

Understand the nature of difficult conversations and what it takes to handle them.

•Start with the heart - Use empathy in a way that minimizes negative responses and strengthens relationships.

- Focus on what you want
- Refuse the fool's choice
- Learn to look. Make it safe.
- Be aware of your style
- Create a mutual purpose
- State your path. Explore other's path.
- Apologize when appropriate

•Identify the stages of handling difficult conversations

•Apply best practices for preparing, initiating, and delivering the conversation.

•A moment of truth - Discover how to generate solutions and end the conversation.

### Participants Receive

- Workbook/reference manual
- Each participant creates an individual action plan for conducting more productive business conversations.

### Faculty

Training Edge Facilitator

Philips clinical service specialist

### Locations

Course may be held in Philips central locations in Alpharetta, Georgia; Bothell, Washington; and Cleveland, Ohio. Other locations may be offered.



### For more information

Contact a Philips ultrasound clinical services coordinator at 800-522-7022 and visit our education catalog at

[www.learningconnection.philips.com/ultrasound](http://www.learningconnection.philips.com/ultrasound)

