



Difficult Conversations in the Workplace

Who Should Take This Course?

This course is designed for anyone who encounters difficult conversations with staff, coworkers, clients, customers or the public. This may include those in customer service (internal and external), team leaders, managers, and those on the path to leadership positions.

Course Objectives

- Identify the root of most communication conflicts
- Analyze habitual verbal and nonverbal communication patterns, including facial expressions, communications in certain situations, and communications with particular people
- Evaluate language and how word choice can increase the velocity of communications
- Utilize strategic methods of approaching conversations and diffusing high conflict communications

Course Info

- Length: 6 hours
- Format: Classroom instruction, demonstration and exercises
- Prerequisite: None

Course Content

Identify the root of most communication conflicts

- Understand how core values, life experiences, past communications and perceptions influence our communications
- Assess communication triggers, why they occur, and how to manage them
- Identify multi-generational differences and the role they play in communication conflict

Analyze habitual verbal and nonverbal communication patterns

- Learn the science behind habits, why we have them, and why they are difficult to change
- Recognize the habitual patterns to facial expressions, communications in certain situations, and communications with particular people
- Understand how to modify existing habits to aid in managing difficult conversations or existing negative communication relationships



Evaluate language and how word choice can increase the velocity of communications

- Review communications rating high on the research-based hostility scale of communication
- Identify what words, intonation and communication patterns increase hostility
- Apply specific strategies for approaching high-velocity communications

Utilize strategic methods of approaching conversations and diffusing high conflict communications

- Understand how neutral body positioning and table logistics influence communications
- Apply breathing techniques, speech training, and vocal tips to self-manage responses to hostile communications
- Learn how to use listening for disclosure, a specific type of active listening to help achieve constructive end outcomes

Assessment /Evaluation

This course is not assigned a letter or numerical grade. However, in some cases, skill assessments may be administered during the course to gauge progress and comprehension.

Course Completion Letter

If your company requires proof of course completion, or if you would like to have proof for your own records, you may request a Continuing Education Unit (CEU) letter, **after the final session**. You must attend 80 percent of the course to qualify for the letter.* To request a CEU letter, please stop by the front desk after the last session of class and complete the CEU Request Form.

Certificates of Completion for Certificate Programs

Certificates of Completion are automatically given at the end of the certificate program to those who have registered for a certificate program series (or after Part 2 of the series, when applicable) as long as attendance* and other program requirements have been met. If you complete a certificate program by taking courses individually (not through a series), please stop by the front desk and complete a Certificate Request Form. Attendance requirements for certificate programs vary by certificate and can be found by visiting [Certificate Programs & Certifications](#) on our website.

*Attendance for CEU letters and certificate programs is verified via the sign-in sheets provided at each class session. It is the students' responsibility to sign-in.

Green River College is committed to providing access to all who visit, work and study on campus. The College will provide reasonable accommodations for individuals with disabilities, with advance notice of need. If you require accommodations, please contact Disability Support Services as soon as possible to determine eligibility and/or request accommodations. Accommodations are determined on a case-by-case basis. Please contact Disability Support by email at dss@greenriver.edu; by phone at 253-833-9111, ext. 2631; TTY 253-288-3359; or in person at the Student Affairs and Success Center, Room 274, to request accommodations. For additional information, please visit www.greenriver.edu/student-affairs/disability-support-services.htm. The accommodations authorized on your forms should be discussed with your instructor. All discussions will remain confidential. Accommodations are not provided retroactively, so it is essential to discuss your needs at the beginning of the quarter. Additionally, only accommodations approved by Disability Support Services will be provided.

This syllabus is available in alternate formats upon request.

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