



Managing challenging communication

Mercuri International

Program overview

Managing challenging communication

Objectives

Learn how to handle challenging communication as a leader.

What you will learn

You will learn about the different life positions you or your team members may find yourself into while navigating challenging communication. You will find out how to understand and improve your and your interlocutors' state of mind, to reach a satisfactory outcome in any difficult situation.

Audience

New managers as well as experienced managers who want to improve or refresh their leadership skills

Duration

30 minutes of digital learning

Delivery format

Also in combination with face-to-face or virtual classroom

Content overview

1

Life positions test

- Discover what is your life position regarding a particular challenging situation that you're facing and how you can improve your situation

2

Relations between life positions


- Review the table to discover how it influences your conversations with others

3

Managing challenging communication

- A leader has to be sure that their messages are received with as little misunderstanding as possible. Discover how to handle challenging communication

Learning path

 Also available including face-to-face or virtual sessions along the path



Welcome



Poll



Test



Digital
module



Pdf summary



Final quiz



Path
certification



Grow your people
Grow your business