

## Decoding Difficult Conversations

### Objectives

Understanding how interactions can move from difficult to mutually fulfilling

Learning to build deep relationships with Trust and Empathy

Creating powerful Buy-Ins in high-stake situations

Developing Empathy as a core leadership competence

### Outcomes

Creating a shift in thinking, which transforms relationships

Power one's persuasion to negotiate effectively

Creating a meta-level shift in thinking for greater stakeholder intimacy

Long-term impacts reflect in increased team effectiveness, reduced attrition, enhanced relationships & inspirational leadership

### Time Investment

Workshop: 2 Days.

Action Learning & Coaching



#Influence #Empathy #Trust #Conflicts

Being in awareness and acknowledging another person's world is rare. To be able to do it consistently is even rarer. When it does occur, the results are almost miraculous. Though obvious, this 'getting into the other person's world' is almost always missed, when it is needed most.

When Empathy emerges, Trust emerges, and this transforms the space immediately. From a simple interpersonal issue to a challenging negotiation by a leader, this holds true across the spectrum.

In DiffCons, we work with the critical qualities of this relationship space through gamified osmotic learning. Progressively complex situations from real life are brought to the table and decoded. A new ability to impact is created with these elegant tools for being mindful and empathetic.

When these are practised over time, conflicts make way for collaboration, relationships turn deep and mutually rewarding, and influence accrues as a stack of transformed interactions!

**Designed and Delivered by KoeN MetaConsulting.**  
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