

## 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**

Difficult conversations stand at the overlap of difficult people and difficult situations. The conflicts at their core persist because everyone attempts to 'solve' them without understanding the critical distinction between solving and resolving.

Starting with this distinction and deconstructing the roots of conflict opens doors not just for better options, but for a new level of trust in the relationship. From interpersonal issues to challenging negotiations led by senior leaders, this principle holds true across the spectrum. *DiffCons* works with the critical qualities of this relationship space through gamified osmotic learning.

Progressively complex situations drawn from real life are brought to the table and decoded. A new capability to create impact emerges through elegant tools for being mindful, empathetic, and assertive simultaneously. When these are practised over time, conflicts yield to collaboration, relationships deepen and become mutually rewarding, and influence accumulates as a stack of transformed interactions.

**Designed and Delivered by KoeN MetaConsulting.**  
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