

# healthy conversations

*Do you find it hard to deal with challenging conversations?  
Is it hard to stop thinking about them at work - or home?  
Are these things affecting your confidence, work or health?*

**Challenging conversations** can turn up anywhere. We can start them, be a part of them, or even be blind-sided by them.

So, how do you make them easier or more palatable? Reduce the residual impact? Turn them into healthy conversations?

It starts with looking at different ways to talk about uncomfortable topics and deliver information others don't want to hear. Or knowing how to respond to things you don't like – or don't want – to hear.

## **the healthy conversations program\*\***

Unlock your ability to find the right words, know how to say them – and finish all conversations the way you want.

Thousands of people successfully use this approach – and you can too. Especially by working together with *your* real-time, real-life examples.

## **Program Formats**

*Essentials: The Getting Started Kit*

*Tools: The Complete Toolkit*

*Individual Coaching and Support*

*healthy conversations 12month follow-up*

*Presentations: Meetings and Events*

*Foundations for Success and Wellness^*

\*Tailored variations: customer service, selling.

# Industry-specific: Debt Collection, Property Management.

^ Combines heart of wellness & healthy conversations Tools

**Ready to find out more or book?**

**Contact Anne today:**

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## **Here's what you'll learn:**

- What makes conversations challenging – and how to respond rather than react.
- What to say so people will want to listen – and hear what you say.
- Effective ways to improve sales and service outcomes.
- How to unlock the hidden power of understanding and empathy.
- Why healthy conversations aren't always about getting – or giving – what someone wants.
- Strategies for handling challenging conversations, customers or complaints more effectively using *The Failsafe Approach™*.
- How to cope with confrontation or criticism, bounce back from rejection – and leave conversations behind.

## **And what you'll work on:**

- The fundamentals of confident communication.
- Transaction-based vs relationship-building conversations.
- Navigating the fine line between escalation and empathy.
- How to feel in charge of any conversation or situation.
- Stepping back - looking after *you*.
- *The Failsafe Approach™* for managing challenging conversations and situations.
- Action Plans.

## **All programs include:**

- Pre-program contact
- WorkBook and Action Plans
- Information between sessions
- Follow-up session

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Success + Wellness in Life + Work

