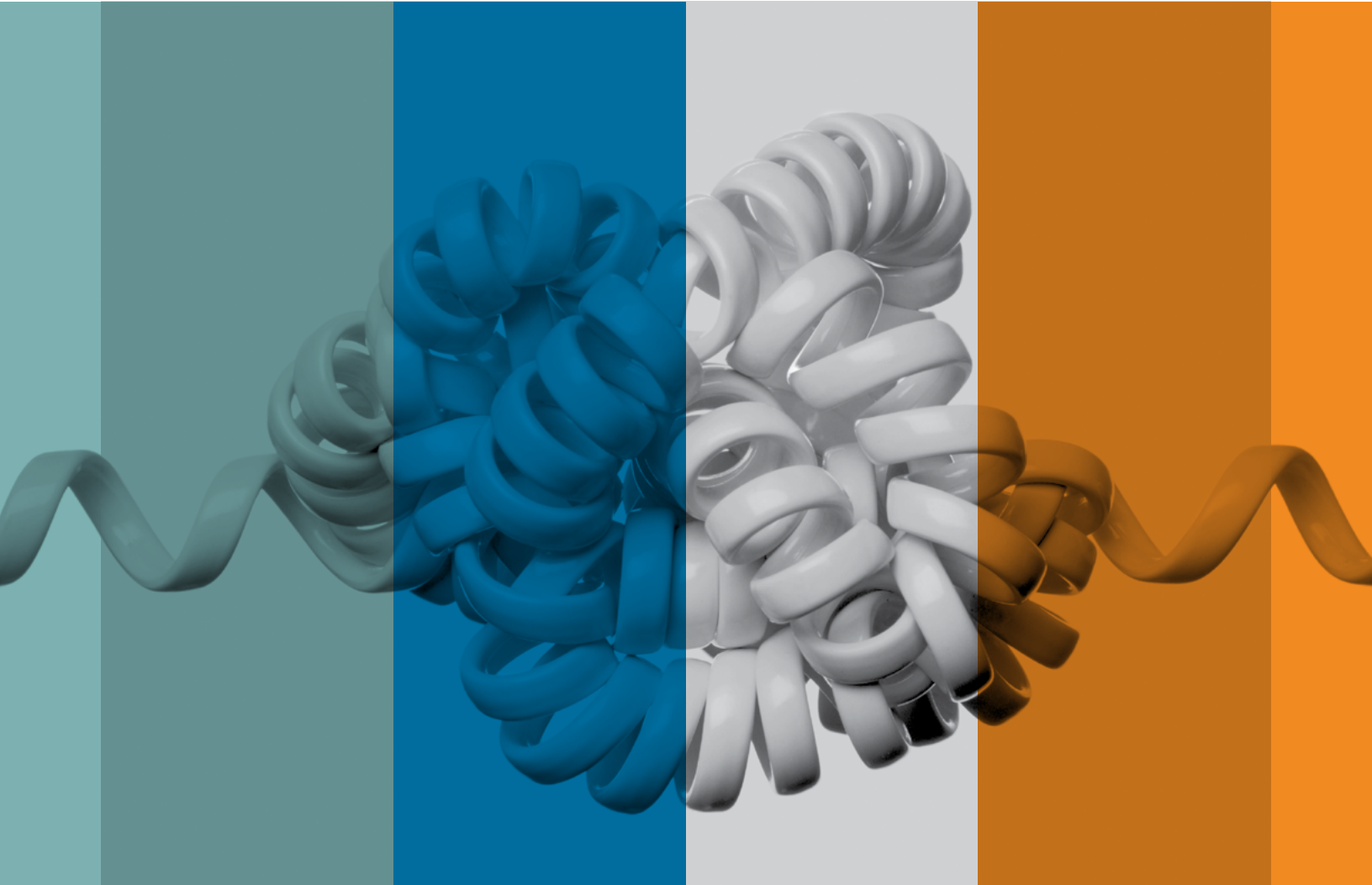


COACHING FOR  
CHALLENGING  
CONVERSATIONS



Learn to consistently harness the positive aspects  
of conflict.

# Coaching for Challenging Conversations is a 2-Day workshop that helps participants harness the positive aspects of conflict while keeping their emotions under control.

Of all the situations we face as coaches, confronting a coachee with a change they need to make is among the most uncomfortable. And yet, when handled effectively, these moments of truth can deliver the biggest performance improvements and

are tremendously satisfying for the coach. This program provides both a practical map for confronting conversations and strategies for managing your emotions when things get heated—drawn from our work in sport psychology.

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## Participants Will Learn:

- How to decide when it is productive to engage in conflict
- Their personal tendencies in addressing conflict (using the Thomas-Kilman Conflict Management Instrument), and how to adjust in the heat of the moment
- How to prepare for a confronting discussion using a custom planning tool
- The common roadblocks to positive outcomes, and how to avoid them
- How to bring emotions under control and listen attentively to others
- How to achieve the balance between accessing skills and managing themselves during a conversation

The Coaching For Challenging Conversations program comprises three elements that incorporate self-awareness, new skills and tools, and built-in accountability and support.

## THOMAS-KILMAN SELF-ASSESSMENT

During the workshop, participants complete the Thomas-Kilman Conflict Management Instrument to better understand their personal tendencies in conflict situations. This self-awareness informs the areas of focus during the workshop.

## WORKSHOP

The 2-day Coaching For Challenging Conversations workshop guides participants through a comprehensive model for holding effective confronting conversations, beginning with a structure for the conversation itself and then moving into the skills needed to prepare yourself to handle the emotions that inevitably arise.

## TRAINER AS PARTNER

Each participant creates a Challenging Conversations Action Plan at the close of the workshop that is reinforced through a 1-to-1 accountability call with the workshop facilitator 3 months out.

## A Practical Model For ‘Real’ Confronting—Emotions and All

While many programs (including this one) provide a model and tools for structuring a confronting conversation, these skills are useless if you can’t keep emotions under control and access the skills you’ve been taught when it counts.

Rooted in our 25 years of experience in helping elite athletes manage emotions under intense pressure, participants will learn a practical map for challenging conversations and a set of self-awareness and self-management techniques to access these skills in the heat of moment.

### THE COACHING FOR CHALLENGING CONVERSATIONS MODEL



The Coaching for Challenging Conversations program provides practical tools for bringing each element of the model to life—and ample time to practice the techniques required to transfer the skills back to the ‘real world’.

Most training doesn’t stick—ours does. The Coaching for Challenging Conversations program has been carefully designed to open participants to development through self-awareness, provide them with new skills and tools to take action, encourage them to commit to a change, and then provide them with the support and accountability necessary to sustain their focus.



Over 25,000 managers have graduated from Performance Coaching programs around the world—and their feedback speaks volumes.

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99.2%

*would recommend the course  
to others*

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98.4%

*are confident they will be able  
to apply what they learned*

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Performance Coaching Inc. focuses relentlessly on enabling exceptional performance under pressure.

**WE APPROACH PERFORMANCE UNDER PRESSURE FROM TWO SIDES.**

*Self-management skills and tools* for individuals to improve their ability to perform under pressure, and *skills and tools for coaches and manager-coaches* to support others in achieving ever higher levels of performance under pressure.

**WE OPERATE IN TWO ARENAS: ELITE SPORT AND BUSINESS.**

Our founder, Peter Jensen, has helped over 70 Olympic medalists perform at their best under pressure and all of our full-time trainers work in business *and* prepare elite athletes for competition. What we learn in the sports 'laboratory' is constantly applied to our work in business.

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**FOR MORE INFORMATION**

1-800-513-0945

[www.performancecoaching.ca](http://www.performancecoaching.ca)

[info@performancecoaching.ca](mailto:info@performancecoaching.ca)



**PERFORMANCE  
COACHING**