



# Decision Making & Difficult Conversations

Effective decision-making in the workplace and having difficult conversations are key elements of any manager's or leader's role. They require self-awareness, confidence and the ability to listen and evaluate varying views to ensure the best possible outcome for all concerned. Handling difficult conversations can help delegates feel more confident and independent.

This programme has been designed by The Colour Works.

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April 16, 2024

# Content

## Decision Making Training

- Decisions and how they are made
- The colour energies and decision making in the workplace
- Bias and what sways a decision
- Adopting a decision-making mindset through the colour model
- Difficult conversation training and managing emotions
- Respond, don't react
- Objection-handling and creating different thinking
- Conflict – adopting the compassionate enquiry
- Review – personal actions and commitments

## Impact

- Self management
- Courage
- Mental toughness

## Outcomes

By the end of this module, teams and leaders will be aware of their own preferred process for making decisions and what might railroad an outcome. They will be confident both in decision making in the workplace and managing conflicting opinions.