

# Critical Conversations

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Communication is a complicated process. What seems so easy when faced with normal situations becomes extremely complex in difficult communication situations. This is especially true in situations where the stakes as well as emotions are high. To take communication to the next level we must face the brutal facts and have conversations that are sometimes not easy to have.

Within this session we would cover how to:

- Overcome barriers to meaningful conversations
- Increase clarity and improve understanding of others' communication styles
- Confront tough issues with confidence and skill
- Handle strong emotions - your own as well as others'