



Building Quality Conversations

There are certain conversations all leaders dread: the ones in which we have to deliver bad news, discuss a sensitive or "political" subject, or talk about a project or meeting that's gone wrong.

The mere thought of having these difficult conversations fills you with anxiety, and distracts you from other work. You don't want to play the bad guy, and or have the situation blow up in your face.

As much as it's tempting, you don't want to just avoid the whole mess, either. You want to take charge and talk about it - effectively.

Areas covered include:

This session provides a hands-on opportunity to explore and understand more about:

- Building effective working relationships within your own and across other business units
- Understanding and developing skills in relationship management
- Building credibility and trust throughout your business unit
- Proactively addressing issues to avoid conflict.
- Developing the ability to successfully identify and manage difficult conversations.
- The power and value of giving and receiving feedback
- A stronger sense of self-awareness, self- confidence and self control
- A stronger understanding of the importance of appreciating difference and empathy

Personal Skill Development:

- Empathy - appreciating difference-avoiding judging others
- Reading emotions in self and others
- Managing emotions in self and others
- What it means to be "present" when communicating
- Listening to persuade and asking the right questions
- The impact of voice and body language on the message
- Stances to create impact
- Rapport. How to build it and maintain it.
- Knowing your audience: The value of getting to know, values, beliefs, and passions of key stake-holders
- Identifying types of difficult conversations
- Creating the right environment for open communication
- Tips to prepare for and structure difficult conversations
- The ability to give and receive constructive feedback

Training Methodology

The training session(s) will draw heavily on a series of enjoyable yet challenging interactive activities, using **experiential learning** techniques, individual performance practise and personal coaching to highlight behavioural issues related to the way we communicate and to assist in bedding down skills.

Most of the learning activities draw on the fundamental techniques that actors use to develop self-confidence in expressing themselves, self and social awareness of ones impact, and emotional self-management. They allow the participant to experience more “insightful moments” when developing new skills.

Reflection

Participants will be given ample opportunity throughout the session to reflect on their responses to learning, practical experiences and relevant applications of material and skills introduced.

Written Materials/Keeping a Record

Theory and written materials will be provided in a participant workbook, which will also provide specific areas for participants to keep a record of responses to activities and allow them to develop an action plan.

Video Feedback

Video is used to record interactive portions of the session, providing powerful and immediate feedback for participants to reflect on and to begin the action plan process.

Scope:

Sessions can be tailored to the specific needs of a group or organisation and can include all or specifically chosen elements from the above. The sessions can be delivered as a stand-alone workshop of a half day, one or two full days duration, or broken up into a modular format and inserted into leadership development programs.

