PROFESSIONAL DEVELOPMENT TRAINING

High-Stakes Conversations - 3hours

09 884 0762

REQUEST QUOTE

0.5 DAY COURSE

Let's face it, there are just some conversations that you don't want to have. There are some people you simply don't want to talk to, but what happens when we don't have these conversations?

High-Stakes Conversations take place every day, in every workplace and every home. You know those conversations where there are high stakes, real differences of opinion and strong emotions.

The difference between average and great workplace performance lies in how people handle those difficult conversations. At the heart of all workplace issues are conversations that are either not being handled or not being handled well.

Through having High-Stakes Conversations, you learn to see issues through the lens of others, make it safe to have dialogue on important issues, work more effectively as a committed team member, and problem-solve in ways that reduce barriers.

In this course, you will be better able to resolve disagreements, hold others accountable, make better decisions and take more committed actions.

What You'll Gain:

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Outcomes

At the end of this course, participants will be able to:

- Identify the conversations that are keeping you from your desired results
- Speak persuasively not abrasively, no matter the topic
- Make it safe for others to share their honest opinions
- Deal with people who either clam up or blow up
- Gain control of your own emotional responses
- Disagree without being disagreeable
- Influence without exerting force
- Improve teamwork, productivity and effectiveness

Modules

Lesson 1: What is a Crucial Conversation

- What is a Crucial Conversation
- Characteristics of Crucial Conversations
- Our Response to Crucial Conversations
- Triggers for Crucial Conversations

Lesson 2: My Communication Style

- My Communication Style
- How to Adapt My Style for Better Outcomes

Lesson 3: Preparing and Conducting Crucial Conversations

- Preparing for the Conversation
- The Crucial Conversation Model
- Steps for Crucial Conversations
- How to hold a Crucial Conversation

Lesson 4: Strategies for Crucial Conversations

- Notice when a Conversation turns Crucial
- Tips for Becoming a Better Listener
- 'You' Statements v 'I' Statements
- How to hold a Crucial Conversation

Lesson 5: Putting it into Practice

- Practising Scenarios for Crucial Conversations

Talk to our expert team

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