

Outcomes

Improve cooperation and collaboration within your organization and reduce conflicts that negatively impact organizational performance.

Improve the quality of business decisions by improving the quality of conversations

This workshop can serve as a foundational element of a leadership or management development curriculum.

From Difficult to Productive Conversations

Day in, day out, we engage in high stake, challenging conversations. Every one of these conversations can be an opportunity to increase understanding, engagement and trust. Leaders can learn to actually welcome these conversations—and recognize that powerful conversations are at the very heart of leadership.

This workshop provides participants with tools for approaching difficult conversations from a new lens—and using these conversations as opportunities for improved individual and organizational performance.

Key Content

- Rethinking the difficult conversation
- Preparing for a challenging conversation
- Distinguishing between blame and contribution
- Developing your listening skills
- Managing strong emotions in a difficult conversation
- Using difficult conversations to build trust

Length

Half-day to multiple day workshop. Extensive case studies and practice included in full-day versions. Can be done over time in a combination of in-person and online workshops.

Who can benefit?

All leaders and managers; high-level individual contributors