

Difficult Conversations

THE BEST WORKPLACE

COURSE SPECIFICATIONS

Length & Type: Customizable: 1 day (6 hours) – In-Person or Virtual

Audience: Anyone at any level

Participants: Up to 18



DESCRIPTION

Have you ever had a heated debate where the stakes were high, everyone had a different opinion, and emotions overpowered the decision? You don't have to choose between candor and your career. People who routinely hold crucial conversations and hold them well are able to express controversial and even risky opinions in a way that gets heard. Transform crucial conversations from frightening events into interactions that yield success and results.

Supplements to this program could include: Group Coaching, 1:1 Coaching, program debriefs and Learning Labs, learner presentations to executives, E-Learning, video capture of presentations

LEARNING OBJECTIVES

- ✔ Make even the riskiest topics safe for discussion
- ✔ Create psychological safety where people can share meaningful input on important matters
- ✔ Talk to anyone about almost anything
- ✔ Speak persuasively, not abrasively, when the stakes are high and opinions vary
- ✔ Turn disagreement into dialogue, and conflict into collaboration

Organizational Benefits

- ✔ Equity and inclusion: When people feel psychologically safe to speak up, they add their meaning to, and take responsibility for, their culture
- ✔ Agility and adaptability: Staying agile in changing circumstances requires people who can dialogue with care in the face of stress and uncertainty
- ✔ Ideation and innovation: In cultures of dialogue, people share novel ideas and challenge the status quo