

Critical Conversations

One Day
Program

“The Pool of Shared Meaning is the birthplace of synergy” Kerry Patterson

In the current business climate critical conversations are more essential than ever before in addressing situations where the stakes are extremely high. Knowing how to have risky feedback conversations in the right way, such as with a manager who's making a wrong decision or approaching the sensitive issue of inappropriate behaviour of a peer can make all the difference to the outcome achieved. When situations become deadlocked or when different business departments have diametrically opposing views, critical conversations can ensure mutually beneficial outcomes and release 'roadblocks' to productivity.

When the conversation stakes are high, fact can be confused with assumptions and emotions can be strong which can lead to conflict, dialogue breaking down, or change not being achieved. This one-day program will provide a simple structure and framework for confidently and authentically navigating high stake conversations on a range of critical issues to improve organisational effectiveness.

Pre-program work

Reflect on an 'in-focus' conversation for role play practise and consider a series of reflection questions that explore program themes.

What the program covers

- Defining a 'critical conversation' and discussing the reasons people may avoid them
- Discover a model that keeps the conversation on track and manages opposing positions and emotional reactions
- How to confidently resolve conflict and remain assertive
- Role play practice with open and objective feedback and coaching
- Participants receive personalised and targeted feedback and coaching on skills application
- Develop an action plan for implementation and coaching back in the workplace in alignment with the 70/20/10 methodology

Embedding Activity

Read article supplied and elicit feedback on conversation strengths.

Learning Outcomes

- Communicate in a clear, objective and safe manner to enable stronger alignment and agreement
- Identify how to confidently navigate a conversation when the stakes are high and strong emotions are present
- Identify and remove the barriers that often prevent change being achieved

Business ROI

- Empower stakeholders to have the conversations they should be having to achieve organisational and individual goals
- Foster a healthy work environment that encourages discussion of differences to reduce turnover and increase engagement

Who should attend?

Anyone who wants to improve their confidence in having high stakes conversations to improve organisational effectiveness.