

# Quality Conversations

One Day  
Program

**“The quality of the communication determines the quality of the relationship, the quality of the relationship determines the quality of the organisation.” Brett Chant**

It is widely accepted that leaders are only as good as the conversations they have with their people. This highly successful one-day program consistently delivers extraordinary results to leaders in a wide range of organisations, contributing significantly to strategy implementation and culture transformation.

Whether leaders need to provide feedback and coaching to improve performance, uncover career aspirations to assist talent management, or have challenging conversations relating to organisational change, this interactive program enables leaders to become supremely confident in holding authentic and powerful conversations.

## Pre-program work

Read article supplied and self reflection questions.  
Prepare a real workplace conversation to practise.

## What the program covers

- How to provide clear and objective confirming and corrective feedback using a model framework
- Effective utilisation of the GROW coaching model
- Prepare and practise a real workplace case study conversation for role-play
- 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 reflect on the effect SMART goals have had on achieving personal and business outcomes.

## Learning Outcomes

- Provide clear, authentic and objective feedback with confidence
- Develop personal and state management techniques
- Model leadership coaching skills for continuous improvement
- Utilise clear and simple frameworks to navigate spontaneous or planned leadership conversation regardless of the direction it takes

## Business ROI

- Stronger feedback and coaching culture from the increased quality, quantity and regularity of leadership conversations
- Higher rate of performance targets achieved as a result of increased feedback conversations
- Develop quality people to engage, retain and leverage their organisational knowledge
- Increased contribution to an authentic coaching culture where people leaders inspire and motivate team members to own development and realise full potential

### Who should attend?

Leaders, managers, project managers, consultants, team leaders, supervisors, and executives.