

Critical Conversations

Length: 1 Day

Summary: A critical conversation is discussions between two or more people where stakes are high, opinions vary, and emotions run strong. These conversations, when handled poorly or ignored cause teams and organizations to get less-than-desirable results. This course will provide you with skills to handle controversial and heated issues. You will learn how to catch problems early and resolve disagreements candidly and respectfully. You will also learn how to discuss issues in a way that makes it safe for everyone to speak.

COURSE CONTENT

1: WHAT IS A CRITICAL CONVERSATION?

- Define a critical conversation
- Understand why people are afraid to speak up

2: COMMUNICATION STYLE

- Identify your own communication style under stress
- Decrease vulnerabilities
- Enhance strengths

3: DECIDING TO HAVE THE CONVERSATION

- Know what the possibilities are when faced with a critical conversation
- Understand your options

4: PREPARING AND MASTERING CRITICAL CONVERSATION

- Determine your desired outcomes
- Appreciate the profound power of a dialogue
- Getting into the right mindset to have the conversation without jumping to conclusions and making assumptions
- Speak persuasively, not abrasively
- Fix misunderstandings while maintaining respect

5: HOW TO TURN CRITICAL CONVERSATIONS INTO ACTION AND RESULTS

- Decision Making
- Improve Accountability
- Put decisions into actions