

Having Meaningful Forward Looking Conversations *Having Better Conversations Everyday*

Length: 1 Day

Summary: Having Effective Conversations in today's workplace are essential to organizational productivity and successful organizational objectives. Having Better Conversations Everyday focuses on four critical skills important to having effective conversations: Listening, Inquiry, Feedback and establishing effective Accountability in conversations.

Audience: This course is for all employees. This course is active and engaging, intense class participation, personal reflection, planning, and commitment.

Performance Objectives: Upon completion of this course you should be able to:

- ✓ Describe the elements of effective conversations.
- ✓ Understand "Best Practices" in four critical skills areas required for effective conversations.
- ✓ Practice the four core skills for effective conversations.
- ✓ Apply these core effective conversation skills to a future conversation and create an action plan for having that conversation.

COURSE CONTENT

1: WHAT AND WHY OF EFFECTIVE CONVERSATIONS?

- Definitions coaching and feedback and misconceptions and "Best Practices"
- What's in it for you?
- What's in it for your team?
- What's in it for your company?

2: BUILDING EFFECTIVE RELATIONSHIPS

- Foundations of effective relationships.
- Building Trust
- "Best Practices" in developing relationships of Trust

3: LISTEN TO UNDERSTAND

- Why is effective listening important?
- Exercise: Who Well do you listen and Barriers to listening?
- Intention in listening: Responding or Understanding?
- Listen to understand exercise (small groups of 4)
- "Best Practices" in active listening

4: ASKING POWERFUL QUESTIONS

- What is inquiry?
- Why is question asking important?
- Types of Questions
- Most effective coaching questions
- Exercise in pairs: Inquiry skills practice

5: CHALLENGE AND SUPPORT WITH FEEDBACK

- What is feedback?
- Why is Effective Feedback important?
- High impact Feedback & Effective Feedback model (Situation Behavior, Impact)
- Questions for Challenge & Support
- Exercise in groups of 4 Coaching practice 2

6: CREATING ACCOUNTABILITY

- Chances of following through with goals – what the research says
 - Action planning: How will I apply these effective conversation skills moving forward?
 - Exercise in groups of 4 Effective Conversations practice round 2
 - Learning take-aways, skills to continue to practice
 - Accountability Partners
- 