

Communication and Conversation Skills

Length: 1/2 Day

Summary: Your role as a leader in engagement is to capture the open effort of employees by doing all that you can to prepare employees to be successful. In this course, you will learn the importance and techniques of conversing with employees, increasing your communication style and learn practices to have conversations.

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

COURSE CONTENT

1: ENGAGE

- Identify the conversations that have the biggest impact on results and increase your engagement with your employees.

2: EXPLAIN THE ATTITUDES AND SKILLS THAT ARE NECESSARY TO GET TO DIALOGUE

- Identify your conversational style
- Set clear expectations

3: MAKE IT SAFE: HOW TO INCREASE CANDOR WHILE DECREASING DEFENSIVENESS

- Identify conditions of safety: Mutual Purpose and Mutual Respect.

4: HOW TO MASTER EMOTIONS THAT DESTROY DIALOGUE

- Think our way to the root cause of our positive and negative emotions
- Influence our emotions so that we get to dialogue and get the results we really want.