

## Critical Conversations

**Length:** 1/2 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.

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### 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: 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