

Having Meaningful Forward Looking Conversations

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 meaningful forward looking 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

START WITH HEART: ENGAGE

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

MAKE IT SAFE: HOW TO INCREASE CANDOR WHILE DECREASING DEFENSIVENESS

HOW TO MASTER EMOTIONS THAT DESTROY DIALOGUE

HOW TO SPEAK PERSUASIVELY, NOT ABRASIVELY – LOOK FORWARD

MOVE TO ACTION: HOW TO MAKE DECISIONS AND IMPROVE ACCOUNTABILITY