

WORKSHOP: CRUCIAL CONVERSATIONS

When we find ourselves not getting the results we want, it's likely an important conversation either hasn't happened or hasn't been handled well. In fact, success is largely determined by how quickly, directly, and effectively we speak up when it matters most.

Most of us instinctively know when a difficult conversation is necessary but we often hesitate due to the ambiguity associated with approaching others in a way that will meet the most needs of both parties while preserving the relationship.

This 2-day workshop is for anyone needing to master the art of difficult conversations. The main objective this course is to motivate participants to explore and improve their ability to have effective conversations when both the stakes and emotions are high.

This workshop is designed for anyone wanting to improve their ability to engage in a more authentic and open way, improve dialogue and engagement, create behavior change and build a cohesive and high performing culture.

Students learn and practice skills for communicating when the stakes are high, opinions vary, and emotions run high. The skills and behaviors learned in this session improve decision making, commitment to action, productivity, and relationships. Past participants of this workshop provide us feedback about the robust nature of the workshop, the value of in-class practice sessions, and the increased ability to engage in authentic conversations.

At the conclusion of the workshop, participants will be able to:

- Resolve individual and group disagreements through accurately addressing concerns by talking respectfully, candidly, and skillfully with someone in a safe way
- Build acceptance rather than resistance through giving and receiving feedback in a way that enhances relationships and improves results
- Learn and practice the skills of speaking persuasively, not abrasively
- Learn ideas for fostering teamwork and better decision making
- Learn how to build acceptance versus resistance

This fast-paced, application-oriented workshop is experiential in nature. Participants learn then practice the skills necessary to excel in spite of differences and disagreements.

This workshop is offered by StrategyWorks, Inc., an International consulting and training firm. The instructor and owners, along with their highly experienced team of consultants and trainers enjoy a reputation for providing practical, hands-on learning and creating an environment conducive to learning and then applying the skills in a meaningful way. Past participants have evaluated this workshop as a thought provoking, useful course for improving their ability to confidently have those all-important conversations.