



# CRITICAL CONVERSATIONS

Critical conversations training course requests are rare. That's because many people want to dodge having critical conversations. So they don't appear on self-scored TNAs. When critical workplace issues arise, you need to get the right people together and act swiftly and methodically. Avoiding critical workplace conversations is unproductive. When critical workplace issues arise, you need to get the right people together and act swiftly and methodically.

Why not tailor the course? Maybe you've got a critical change looming, and you need to have some frank conversations with staff, peers or managers. Effective communication is at the heart of every successful organisation, and critical conversations are a crucial aspect of it.

## KEY COURSE CONTENT

- Understand what the best organisations are doing
- Understand how to identify critical conversations
- Identify my style under stressful situations
- Explain how to use critical conversations tools to improve feedback, emotions, performance, relationships, and motivation
- Feel more confident in initiating these conversations program
- Feel comfortable when working through uncomfortable things
- Use interruption techniques to control venting
- Get to the point.
- Be comfortable with pause and silence
- Refrain from the smile and dagger approach
- End with an action orientation



### Target Audience

Leaders, managers, team leaders, and employees



### Duration

Available as a full-day or half-day course



### Delivery

Available in-person at your organisation/venue, or virtual



### Group Size

Recommended 4 to 10 participants



### Takeaways & Resources

Participants receive a certificate of completion (including Continuous Professional Development hours) and can opt for a free follow-up refresher course with the original trainer

### GET A QUICK QUOTE

Get your instant, no-obligation quote in *less than 5 clicks*.

