

Communication and Conversation Skills

Length: 1 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.

Performance Objectives: Upon completion of this course you should be able to:

- Describe what a healthy engaging conversation looks like.
- Identify your communication style and ways to decrease vulnerabilities while enhancing strengths.
- How to restore safety to a conversation by fixing misunderstandings, maintaining mutual respect and establishing mutual purpose.
- How to be persuasive without being abrasive and how to look forward in your conversation.

COURSE CONTENT

START WITH HEART: ENGAGE

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

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

1. Identify your conversational style
2. Set clear expectations

MAKE IT SAFE: HOW TO INCREASE CANDOR WHILE DECREASING DEFENSIVENESS

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

HOW TO MASTER EMOTIONS THAT DESTROY DIALOGUE

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

HOW TO SPEAK PERSUASIVELY, NOT ABRASIVELY – LOOK FORWARD

1. Use skills for sharing potentially threatening messages in way that minimizes defensiveness
2. Share strong opinions without shutting down contrary views.
3. Use key listening skills to encourage others to share issues they are fearful of bringing up.
4. Use these same skills to avoid getting caught up in others' strong emotions and to get to the meaning behind their emotions.
5. Disagree with others without pushing them to silence or violence.

MOVE TO ACTION: HOW TO MAKE DECISIONS AND IMPROVE ACCOUNTABILITY

1. Summarize how to have meaningful conversations and the importance of engagement
2. Turn conversations into desired results with your employees
3. Clarify how decisions will be made before people create false expectations