

## Having Meaningful Forward Looking Conversations *Having Better Conversations Everyday*

**Length:** 1 Day

**Summary:** Having Effective Conversations in today's workplace are essential to organizational productivity and successful organizational objectives. Having Better Conversations Everyday focuses on four critical skills important to having effective conversations: Listening, Inquiry, Feedback and establishing effective Accountability in conversations.

**Audience:** This course is for all employees. 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 the elements of effective conversations.
- Understand "Best Practices" in four critical skills areas required for effective conversations.
- Practice the four core skills for effective conversations.
- Apply these core effective conversation skills to a future conversation and create an action plan for having that conversation.

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## COURSE CONTENT

### WHAT AND WHY OF EFFECTIVE CONVERSATIONS?

1. Definitions coaching and feedback and misconceptions and "Best Practices"
2. What's in it for you?
3. What's in it for your team?
4. What's in it for your company?

### BUILDING EFFECTIVE RELATIONSHIPS

1. Foundations of effective relationships.
2. Building Trust
3. "Best Practices" in developing relationships of Trust

### LISTEN TO UNDERSTAND

1. Why is effective listening important?
2. Exercise: Who Well do you listen and Barriers to listening?
3. Intention in listening: Responding or Understanding?
4. Listen to understand exercise (small groups of 4)
5. "Best Practices" in active listening

### ASKING POWERFUL QUESTIONS

1. What is inquiry?
2. Why is question asking important?
3. Types of Questions
4. Most effective coaching questions
5. Exercise in pairs: Inquiry skills practice

### CHALLENGE AND SUPPORT WITH FEEDBACK

1. What is feedback?
2. Why is Effective Feedback important?
3. High impact Feedback & Effective Feedback model (Situation Behavior, Impact)
4. Questions for Challenge & Support
5. Exercise in groups of 4 Coaching practice 2

### CREATING ACCOUNTABILITY

1. Chances of following through with goals – what the research says
2. Action planning: How will I apply these effective conversation skills moving forward?
3. Exercise in groups of 4 Effective Conversations practice round 2
4. Learnings take aways, skills to continue to practice
5. Accountability Partners
6. Course Evaluation