

Critical workplace *conversations*

Don't just muddle through critical workplace disputes.

When critical workplace issues arise, you need to get the right people together and act swiftly and methodically. Avoiding critical workplace conversations is unproductive

Plan of action

At some stage we all have to engage in a conversation that can be both difficult and controversial. 'How to have critical conversations' is a program designed to equip you to resolve critical issues and accelerate performance.

What are Critical Conversations? A discussion between people when:

- The stakes are high
- Opinions vary
- Emotions run strong
- Improved performance is necessary

Learn the tools to build your confidence & capability to hold these conversations and how to increase performance by 30%.

How comfortable am I to have the conversations I know I have to have? Ask yourself the following:

- Why do I avoid difficult conversations?
- Am I concerned with hurting the other person's feeling?
- Is my understanding of my style under pressure clear enough to have these discussions?
- How do I start initiating these hard conversations?
- Will I be too blunt?
- How do I stop the conversation getting out of hand?
- How do I manage those emotional situations?
- Will I know it is critical to have the conversation?
- How do I give feedback which motivates people?

If you need answers to these questions, then you should strongly consider this interactive and practical workshop.

“ Half the world is composed of people who have something to say and can't and the other half who have nothing to say and keep on saying it. ”
- ROBERT FROST



Key Learning Outcomes

At the conclusion of this program participants will possess the skills to:

- Understand what the best organisations are doing
- Understand how to identify critical conversations
- Identify my style under stressful situations
- Understand how to use critical conversations tools to improve feedback, emotions, performance, relationships, and motivation
- How to feel more confident in initiating these conversations program
- Feel comfortable having uncomfortable things to get through
- 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
- Get past symptomatic responses and keep the conversation focussed

Would you like to attend this program?

- For maximum effectiveness, this program is best conducted as an in-house program.
- **Ideal group size** 4 - 12 participants
- **Venue** For your convenience, you can choose to conduct this program at your business premises. Alternatively, we can provide a training venue at a small additional cost
- **Duration** This program can be conducted as a one day or half day program
- **Cost** Price on request
- **Target Audience** Supervisors, Team Leaders, Middle, Senior Management & CEO's

If you would like more information on this training program, please contact:

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www.preftrain.com