



# CRITICAL CONVERSATIONS

"The single biggest problem in communication is the illusion that it has taken place." - George Bernard Shaw

When critical workplace issues arise, you need to get the right people together and act swiftly and methodically. Avoiding critical workplace conversations is unproductive. 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. Effective communication is at the heart of every successful organisation, and critical conversations are a crucial aspect of it. Learn the tools to build your confidence & capability to hold these conversations and how to increase performance. Join us and elevate your communication game to drive positive, productive outcomes in your personal and professional life.

## 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:

The course can be tailored for the specific cohort whether it be the leadership team, another group of managers/team leaders or employees.



## Duration:

This course is available as a 1-day course or a truncated 1/2-day course.



## Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations.



## Group Size:

We recommend a group size of 4-10 people.