



DRIVES CRUCIAL CONVERSATIONS

"The conversation is the relationship." - Susan Scott

This workshop will equip you with the tools and techniques to confidently handle tough topics and challenging individuals. Learn how to communicate assertively, manage emotions, and build mutual understanding even in the most high-stakes situations. Develop the ability to address sensitive topics constructively, while fostering open and honest communication within your team and organisation. This course will empower you to have crucial conversations with ease and achieve positive outcomes. Don't miss this opportunity to enhance your communication prowess!

Key Course Content:

- Developing the ability to identify and address sensitive or critical topics
- Learning how to create a safe environment for discussing difficult or uncomfortable subjects
- Gaining confidence in effectively managing conflicting perspectives and finding common ground
- Realising the impact of authenticity and honesty in building trust and fostering healthy relationships within a team
- Recognising the value of feedback and how to give and receive it in a productive manner during crucial conversations
- Learning strategies for maintaining a calm and professional demeanour in high-pressure situations
- Developing the ability to lead with courage and transparency, even when facing difficult conversations.



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 ½ -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.