

Crucial Conversations

Overview

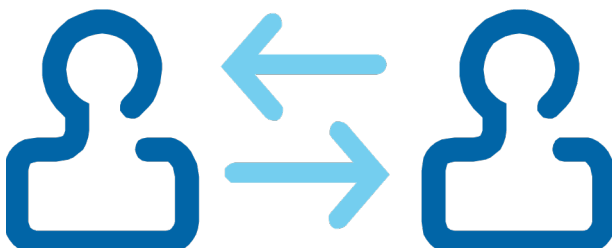
It's often not what you say, but how you say it. This course enables you to take responsibility for giving and receiving unwelcomed information. This course is about using empathic communication and a reliable communication process, to ensure that your conversations are impactful and successful.

Objectives

- Define crucial conversations
- Review the principles, tools and skills to have successful conversations
- Understand how change affects conversations
- Use empathic communication and listen beyond words and personal judgments
- Give and receive feedback
- Apply the skills of a thinking partner when collaborating with colleagues
- Apply tools to handle difficult issues
- Create a personal action plan to address challenging issues during times of intense change.

Who Should Attend

This course is for leaders who want to enhance their communication skills and build strong relationships as a result.



Crucial Conversations Steps

1. **Collaborate with Others:** By acknowledging the other person as a source and emphasizing your support will build trust.
2. **Empathize:** Acknowledge your understanding of other's feelings and thoughts will go a long way to building great conversations.
3. **Ask Questions and Listen:** Learning to listen not only to the facts but also feelings will clarify any misunderstandings and get to the bottom of the issue.
4. **Reevaluate Mental Models:** Don't let your mental models prevent you from seeing relative information that can inform you on better decisions and actions.
5. **Build Rapport:** Set them at ease and create the focus of the conversation.
6. **Exchange Information:** Both individuals have had the opportunity to ask questions, listen, and share their point of view. Ensure you understand the feelings, facts, concerns and issues of the other person.
7. **Seek Agreement:** Both parties should have an understanding and be "on-board".
8. **Take Action:** Both parties should own the issue/problem and be accountable for the outcome: A clear understanding and follow through is imperative.