



COURSE OUTLINE: HOLDING HONEST CONVERSATIONS

The art and practice of holding honest conversations.

Building confidence and competence in giving feedback, resolving conflict, dealing with difficult people and managing derailing behaviours in the workplace.

Overview (why you need this)

One of the biggest trends impacting the quality of communication and engagement within the work environment is the anxiety and ineffectiveness of managers and team players to hold honest conversations. People do not like any situation that could lead to conflict. Yet every organisation is characterised by a pressurised work environment, in which bottom-line results are a function of the company's goals and targets, customer needs, supplier deadlines, performance standards, people management and relationships. That's quite a crucible – especially when you add the other ingredients of personality type, cultural differences, diversity, generation gaps, power and politics!

- When things don't go as well as expected, how do we, as leaders and team members, address these important issues?
- How can we improve confronting issues, speaking out and surfacing sensitive issues that are being avoided – all of which impact performance, team spirit and self-esteem?

Outcomes (what you will get)

A highly interactive workshop that provides delegates with the tools, knowledge, skills and process steps to improve the art and practice of holding honest conversations.

The workshop has been the product of numerous requests from client companies to assemble a useful and relevant learning experience to build the competence and confidence of leaders, managers and team players in addressing tough realities, conflict, inappropriate attitudes and derailing behaviours in the workplace.

The workshop offers an intensive and practical introduction to a topic that is typically not handled very well as it invades the domains of feelings, sensitivities, assumptions and perceptions. The workshop provides a broad understanding as well as numerous skills practice activities to help delegates be more effective in this arena.

Outline (what you will learn)

Module 1 Communication & Engagement Emotional Intelligence	Module 2 Conversation Skills & Skills Practice	Module 3 Honest Conversations Framework & 6 Steps	Module 4 Honest Conversations Skills Practice & Applications
<p>Purpose & Context of Honest Conversations</p> <p>Communication & Engagement</p> <ul style="list-style-type: none"> Effective communication The power of engagement – activity <p>Emotional Intelligence</p> <ul style="list-style-type: none"> Emotional Intelligence – activity Derailing behaviours – activity Empathy – activity 	<p>Conversation skills</p> <ul style="list-style-type: none"> Rapport building Listening – activity Reflecting – activity Interpreting Summarising Questioning – activity Feedback <p>Skills Practice</p>	<p>The Honest Conversation Framework & 6 Steps</p> <ul style="list-style-type: none"> Purpose & invitation Engage Unpack Learn Options Actions 	<p>Honest Conversations Skills Practice</p> <p>Applications for Honest Conversations</p> <p>Questions, Tips, Tools & Resources</p>

Approach (how you will learn)

Our workshops are customised to suit the specific needs of our clients. Our workshops are practical, relevant and highly interactive. We focus on sustainable change in mindset, skills and behaviours. There is a good blend of information sharing with personal reflection, practice sessions, case studies and identification of application opportunities back at work. Group learning and discussions are encouraged with feedback and coaching from the facilitators. Workbooks are provided with tools and activities for on-going learning

Target audience (who needs to attend)

Leaders, managers, team players, project managers and HR professionals.

For more on Catalyst Consulting, see: www.catalystconsulting.co.za