

Critical Conversations



PROGRAM OVERVIEW:

When the stakes are high for you, other employees, or the organization, there are risks that should not be ignored. Leaders often need to provide sensitive feedback, confront disrespectful behavior, or work with a difficult client. How leaders handle critical conversations has the power to make or break an organization over time. This course provides tools to develop and have a critical conversation in which stakeholders' perspectives can be shared and heard to create effective outcomes. You will have the opportunity to develop useful strategies and enhance your ability to successfully navigate these situations.

TOPICS INCLUDE:

- Understand what is in it for you and the other stakeholders
- Understand how to overcome barriers that contribute to communication anxiety and fear
- Learn methods that help you to communicate honestly without damaging relationships
- Learn how to produce better communication outcomes using your authentic voice
- Create a plan for managing the courageous conversation process

DURATION:

This program is 1 day

FEE:

\$600 (Fee includes course materials, meals, certificate of completion)

AUDIENCE:

Business investing in an employee or an individual wanting to further develop their skill set in the area of critical conversations.

