



MASTERFUL CONVERSATIONS

1 DAY SKILL-BUILDING WORKSHOP

Empower your organization to navigate the challenging conversations critical for your business.

This workshop introduces participants to the classic patterns that difficult conversations can take and supports business leaders to disrupt those patterns in order to create more productive conversations that build trust while solving the substantive issues at hand. Participants will identify their own unproductive behaviors under stress and learn tools for managing diverse ideas and perspectives. Participants will leave the course with a system for preparing for a conversation and navigating the unpredictable elements of a conversation with skill and grace.

After this program, participants will be able to:

- Apply a strategic approach (Substance, Process and Relationship) for any difficult business conversation
- Identify and intervene in the classic patterns of unproductive conversations
- Better manage their own strong emotions
- Enhance psychological safety even in conflict
- Deploy a range of behaviors needed for both assertiveness and empathy
- Drive more “win-win” outcomes, even with challenging stakeholders

SAMPLE MODULES

Difficult Conversations in the Organization

Faculty facilitate a discussion of the common difficult conversations in the organization, the business and relationship risks of raising those conversations, as well as the risks of avoiding those conversations. This module links leadership performance to the ability to effectively prepare and conduct business critical tough conversations.

High Stakes Case

As pre-work, participants identify a high stakes conversation in which they did not get the business results they wanted. These cases provide data that will illuminate for each participant some of their unproductive conversation patterns as well as opportunities for personal skill development. The module focuses on three skills: advocacy (putting forward your view), inquiry (trying to understand the other party's view), and acknowledgment (summarizing the essence of their message to ensure understanding)

Managing Others' Emotions

In this module faculty role-play common errors in managing others' strong emotions and teach the micro-behaviors needed to demonstrate empathy, attunement, deep listening and caring.

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