

CONSTRUCTIVE DIALOGUE

Session Goal:

Participants will learn a 6-step model for preparing and facilitating important and/or difficult conversations and meetings.

Objective:

Participants in this two-day workshop will learn to:

1. Clearly define and articulate the purpose for meetings.
2. Present feedback that centers on specific, modifiable behaviors.
3. Formulate insightful questions.
4. Focus their ability to listen.
5. Strategically respond to strong emotions and reactions.
6. Collaboratively design action plans that have obtainable and measurable results.
7. Implement strategies to ensure accountability.

Overview

When employees are asked to describe the most difficult aspect of their jobs, they don't say it is the complex technical elements, or even the workload. There is general agreement that the most challenging and stressful component of their work is *dealing with people issues*.

What is interesting is that they are saying that it is those everyday interactions with colleagues, bosses, customers and vendors that are most problematic.



Six-Steps to Facilitating Important Conversations

This is not surprising. Most of us are unprepared to successfully navigate important conversations – particularly those where there are strongly held views and strong emotions attached to those views.

Not many people have been trained to actively listen, or collaboratively resolve issues. Few families, communities, or schools teach or model these skills, and few businesses have embraced this approach.

We live in an *Argument Culture*, as Deborah Tannen points out. The pervasive method for managing differences or influencing change is through an adversarial approach.

The Constructive Dialogue model was designed to offer practitioners effective tools to prepare for and facilitate frank and meaningful conversations with employees, colleagues, clients and customers. It removes the adversarial nature of the process and replaces it with a constructive means of responding to important issues.

Constructive Dialogue promotes a collaborative investment in problem solving leading to enhanced relationships and sustainable long-term solutions.

Duration: Two-day (16 hours)



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