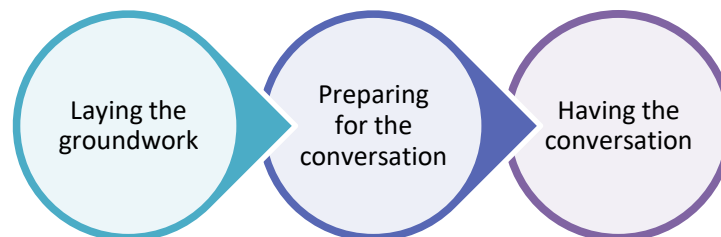


COURAGEOUS CONVERSATIONS

One-day, face-to-face, interactive workshop with up to 20 participants

Courageous conversations are those that we would rather avoid but know are necessary. Whether they relate to organisational, technical, behavioural, interpersonal or performance issues, these conversations can be confronting and challenging – even for the most experienced people. This course is focussed on building the competence and confidence of those who attend by breaking these conversations down into manageable parts, workshoping each part to identify what works and what doesn't, looking at techniques that optimise a good outcome, and then applying learning through a practical session at the end of the course.



Participants will workshop each of the stages of a courageous conversation shown above to identify those factors which contribute to, or inhibit, its success with a view to developing or enhancing those factors which promote a good outcome and mitigating those that do not. Our facilitator will share key learnings in relation to each stage, together with practical strategies and techniques that can be used.

COURSE AGENDA

1. Why 'courageous'?
 - Identifying the factors that cause a conversation to be characterised as a 'courageous conversation'
 - Workshoping strategies that can be used to address those factors within our control and minimise the chances of a conversation derailing due to those factors outside our control
2. A deep dive into the three components of courageous conversations
 - Laying the groundwork: Setting and communicating expectations, building trust and rapport
 - Preparing for the conversation: Motivations and intentions, approaches to the conversation, how to open the conversation, and how to maintain objectivity
 - Having the conversation: Enquiry over criticism, the role of empathy, managing practical aspects of the conversation, managing distractions
3. Useful tips, strategies and techniques
4. Practical: Guided session allowing participants to workshop scenarios they face in their workplace

COURSE DETAILS

Delivery duration	One day (timing to be agreed between parties)
Delivery style	Face-to-face workshop including: presentation, facilitated discussion and practical activities. Time is allocated to allow participants to workshop several scenarios.
Location	Venue to be provided by the client.
Participant numbers	Maximum: 20
Tailored option	Yes. Tailoring of workshops incurs a development cost. We will be able to provide you with a quote for these costs once the range of required tailoring has been determined.

March 2023