

the art of having brave conversations

Facing the Tiger

We almost never get communication completely right- especially when conflict is involved. Why is that? After all, we communicate in some form every day so we get plenty of practice. However, it is the one thing most of us would say we could do better.

A deeper understanding of communication is required when the conversations are tough or when they require some courage to even start!

And we could all benefit from having those brave conversations more often.

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Make two-way communications real

Speak so that others will listen and listen so that others feel heard
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Make it all worthwhile

Let obstacles and resistance be opportunities for positive change
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Tackle the tough conversations

Learn a simple process to get the difficult conversations right each time
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Sort out the clashes

Resolve the conflicts with courage and grace
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Turn off your communication auto-pilot

Understand your natural responses and unhook yourself from the unhelpful, counter-productive ones
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Become a master

Have the right conversation with the right person at the right time. See conflict coming and deal with it easily.

Time

A one day course.

Where

Your place or offsite? You decide.

Fee

Depends on numbers and customisation required. Let's talk.

Who should attend?

Well... anyone. We all need to be better at this.

How will this help your business?

63% of Human Resource executives feel that their managers' inability to have difficult conversations is their biggest performance issue. (Harvard Business Review, Jan/Feb 2014).

Frustration, low morale, decreased productivity, absenteeism, increased staff turnover and general dissatisfaction are all the cost of poor communication.

When it gets to the point of conflict it can also seriously damage relationships and the organisational culture that you have spent years developing.

Communication Mastery builds better relationships, more motivated teams, and an even stronger company core.

Understand yourself

Awareness of yourself is fundamental to becoming a communication master. Why do you respond to difficult situations the way you do? We explore this and show you how to pull yourself back from reactive behaviour and respond more productively.

Understand others

Why might others be hesitant or defensive? Why do they respond as they do? The more we are aware the better the chance of a good result. We show you how to find out what is driving the other person's behaviour.

Stay present and listen

Sounds obvious doesn't it? But it can be difficult to stop your mind from wandering off. Everyone does it. We'll show you how to stay present and listen deeply. We'll also look at how to recognise a building conflict and tackle it early. We'll explore some concepts that will help you see the other person's world.

Master tough conversations

Most of us put a lot of energy into avoiding tough conversations. We show you how to redirect that energy into preparing and executing so everyone emerges with a solution and their dignity intact. Simple tools for navigating through tough conversations.

Flip conflict around

A difficult conversation can do more damage than good if you don't find a solution. We'll practice how to do this commonly missed step with a couple of clever tools. Most people view conflict as a negative but it can be a rich opportunity for positive change. We'll show you how to approach it so everyone wins.

Benefits

This course will enable you to:

- Speak so that others will listen, and listen so that others feel heard
- Have difficult conversations using a proven six-step process
- Resolve conflict with courage and grace
- Unhook yourself from counter-productive reactions and patterns
- See obstacles and resistance as opportunities for positive change
- Become a master at having the right conversation with the right person at the right time

Don't just believe us...

"As a consequence of attending this course, our people started demanding that everyone else in the company attend as well! It's now a core-learning program for staff.

On a personal level the main benefit for me was leaving with the tools and confidence to approach the stickiest of topics with colleagues and loved ones. Other benefits included appreciating what's going on in someone else's world, learning to address conflict earlier, and recognising the power of listening.

I would highly recommend this course to any person and/or company. You'll use these tools throughout your life"

Emma Barry
former People and Culture Director,
Les Mills International

Course Facilitators



Robyn Wynne-Lewis



Malcolm Nicholls



Brigitta Baker

Facilitation:

Our facilitators are experienced leaders themselves who are highly skilled in guiding, supporting and challenging participants to develop their own unique leadership style. Please refer to our website for information about the facilitator for this course.

