

# Academy of Training

## Courageous Conversations

### Overview

Conveying difficult messages to anyone is not easy. Courageous conversations are those difficult conversations every manager or team leader needs to have with staff or project team members when they are not performing at an acceptable level. They are the conversations we may need to have with senior management when the advice or information we need to provide may be less than welcome.

However, many of us are either unable or unwilling to have these conversations, the consequences of which may affect not just the leaders, manager and the individual concerned. It can have a rippling effect, spreading disaffection amongst others, especially high-performers who see important issues or under-performance going unaddressed.

### Objective

The objective of this two-day workshop is to assist managers, team leaders and other staff in developing all the key skills for conducting difficult conversations so they will be more confident and resilient in challenging situations, being able to communicate in a more open and honest way without damaging working relationships.

### Content

Topics covered in the workshop include:

- What makes certain conversations “difficult”
- Preparing for uncomfortable conversations
- Tools and techniques to enable courageous conversations
- Understanding and breaking fear barriers
- Understanding roadblocks in communication and how to avoid them
- The words and behaviours needed to avoid negative reactions
- Being clear and specific
- How to avoid being manipulated and side-tracked
- Giving and receiving feedback effectively
- Managing opposition, criticism and objections
- Standing our ground under pressure
- Contributing and influencing more effectively in group situations
- Agreeing the way forward.

### Resultant Benefits

On completion of the workshop, participants will have learnt all the key skills for conducting courageous conversations, enabling them to be more confident and resilient in challenging situations and to be able to communicate in a more open and honest way while at the time preserving relationships and co-operation.