

Academy of Training

Navigating Workplace Conversations: From Everyday Check-Ins to More Challenging Discussions

Overview

Effective workplace conversations are the cornerstone of a healthy and productive work environment. They serve as the glue that holds teams together, foster collaboration and drive individual and organisational growth. These conversations encompass a wide range, from everyday check-ins that keep tasks on track to more challenging discussions surrounding performance, conflicts and sensitive issues.

However, despite their significance, many of us find ourselves shying away from these conversations due to fear of conflict, lack of communication skills or concerns about damaging relationships.

Objective

The objective of this half-day workshop is to address the challenges associated with workplace conversations, providing participants with the tools, techniques and confidence needed to engage in meaningful workplace conversations. By embracing the power of such conversations, we can unlock the potential for improved teamwork, enhance productivity and a more positive and inclusive work culture.

Content: Topics covered in the workshop are as follows:

Section 1 : Building Strong Foundations

- Key habits and behaviours for effective workplace conversations
- Roadblocks in communication and how to avoid them
- Transactional Analysis and building emotional maturity
- Working with different personalities and social styles of behaviour
- Listening, questioning and non-verbal communication
- The impact of empathy in workplace conversations.

Section 2 : Everyday Check-Ins and Performance Conversations

- Setting the stage for regular check-ins
- The words that we use and words to avoid
- Providing constructive feedback – motivating and modifying
- Recognising and commending achievements
- Developing action plans for the future.

Section 3 : Challenging Conversations

- Principles for handling difficult conversations effectively
- Language we use and behaviours we exhibit
- Handling sensitive topics including performance issues and interpersonal conflicts

- Handling opposition and objections
- Managing competing requests and saying no without damaging relationships.

Section 3 : Putting It All Together

- The power of open-ended questions
- Avoiding assumptions and biases
- Tailoring communication to different personality types
- Summarising key takeaways
- Creating a personal action plan for improving workplace conversations.

Resultant Benefits

On completion of this workshop, participants will have developed or updated all of the key skills necessary to navigate various workplace conversations successfully and with confidence. Having covered a range of topics, they will leave with valuable insights and actionable strategies to enhance their workplace communication.

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