

Leading Healthy Conversations

How do you model and practice healthy conversations that lead to positive outcomes?

Effective dialogue is one of the single most important activities of leaders today. Whether you are providing critical feedback to a team member, critiquing work, needing to express your disagreement in relation to a decisions, telling someone 'no' or encouraging and coaching your employees to have a direct conversation about issues. These types of conversations are often avoided or handled poorly. Leaders must be able to tackle these conversations in a way that invites open and constructive dialogue with a view to achieving positive outcomes.

This program will cover the theory underpinning healthy conversations. It will provide leaders with insight on how to have productive and collaborative conversations with their employees and provide them with specific strategies for approaching them successfully.

This practical program includes:

The types of conversations leaders must have – and the best way to handle them

The dynamics of interpersonal communication

The techniques, skills, and attitudes needed to work through healthy conversations

The techniques to encourage healthy conversations by your team

How to use collaborative communication skills to build relationships, reduce conflict, increase learning and improve outcomes

How to eliminate ambiguity, develop clear messages, create open listening channels, and effectively use active listening skills

How to raise a concern without raising the temperature

Strategies for responding to raised temperatures

Duration: One day

Who should attend: Managers, Supervisors, Team Leaders and Coordinators

Venue: This program runs in-house and publicly, check out our workshop calendar at www.peelhr.com.au/workshops

Learning Outcomes:

At the conclusion of this program participants will be able to:

- Understanding the value of having these conversations and cost of avoiding them
- Differentiate between unhealthy and healthy conversations
- Apply a straightforward model for managing the conversation
- Identify strategies to hold healthy conversations - eliminating ambiguity, developing clear messages, create open listening channels and effectively use active listening skills
- Deal with emotion and avoid misunderstanding
- Apply collaborative communication techniques
- Communicate skilfully to avoid misunderstanding and defuse high emotion