



Healthy Conversations

“Conversation should be pleasant without scurrility, witty without affectation, free without indecency, learned without conceitedness, novel without falsehood.” – William Shakespeare

Open and honest communication is critical for building effective teams, and yet it is a foundation that is often lacking. With today’s technology have we forgotten how to have effective, meaningful and healthy verbal communication with each other? Often we shy away from having difficult conversations which only works to further embed differences and conflict. Healthy conversations should be constructive and meaningful. Gain the skills to transform difficult conversation into an opportunity to collaborate and resolve important issues. Giving employees a framework and skills for the conversation will give confidence to allow the conversation to happen more regularly and for conflict to be minimised.

This program provides employees with the skills to work toward establishing safe and respectful conditions for having healthy workplace conversations.

This practical program includes:

Understand the impacts of poorly managed communication in the workplace

The difference between destructive and healthy conversations

Why is it important to understand other people’s needs and how this can help you to improve your conversations at work?

How to raise a concern without getting hot under the collar

A framework for conducting healthy conversations

Collaborative communication techniques: communication styles, critical body language and choosing better words

What strategies to use in managing difficult conversations

How to deal with emotion

Duration: Half day

Who should attend: All employees

Venue: This program runs in-house

Learning Outcomes:

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

- Understand the importance of having healthy conversations
- Understand how to avoid difficult conversations turning toxic
- Reflect on their own communication strengths and challenges
- Be armed with the skills to having a healthy conversation