

Critical Conversations



WHO:

- All Managers and Staff

8 Hour Course
TALENTREALITY101.COM

DESCRIPTION:

Leaders get things done through others. They are charged with prioritizing tasks, developing growth strategies, and delegating responsibilities. The most effective leader also know how to have the difficult conversations that help drive business objective, guide individuals and teams toward greater productivity, and provide a motivating climate.

This is an active learning course with interactive exercises and applied experiences.

OBJECTIVE:

Participants will be able to:

- Set the stage for risk free discussions
- Recognize blockers that may hinder having a healthy discussion
- Listen actively and empathically
- Recognize key non-verbal messages and body cues
- Listen actively empathetically
- Recognize key non-verbal messages and body cues
- Mater 6-step process for having difficult conversations
- Control hostile discussions



OUTCOME:

- Enhanced ability to accomplish business objectives
- Initiate healthy yet difficult conversations
- Greater employee productivity
- Higher career advancement
- Employee stress reduction

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Email for more information