

Crucial Conversations

Programme Overview

Summary

This 2-Day workshop has been specifically designed for front line and first line leaders who are responsible for supporting their team's motivation, cohesion, and the behavioural and technical performance standards on a day to day basis.

The masterclass will equip you with tools, techniques and strategies to use before, during and after crucial conversations - addressing the practical, emotional and psychological impacts on all parties involved.

You will build confidence and competence to initiate and effectively handle crucial conversations, identifying your personal blockers that prevent managers from being effective in these emotive situations

Style and Approach

Utilising a modern approach to learning which is professional and engaging, the programme uses a range of methods creating a highly interactive, application focused course to develop and grow competence and confidence. These include facilitator input, large and small group discussion, workshop tasks, peer support and action learning sets.

Programme Structure

Two consecutive days

Audience

All leaders, managers or supervisors

Group size

16 Participants

Programme Overview

Preparing for the workshop

Participants will need to bring examples of 3 situations where conversations have led to an unsatisfactory outcome. This might relate to past experiences or current situations and include examples of where the conversation was avoided, ineffective, or had an inconclusive or undesired outcome, etc. A template guide is provided with the Joining Instructions to support this.

Programme Topics

- Explore the typical workplace situations that create the need for crucial conversations, and recognise how these situations impact on the confidence to engage in crucial conversations.
- This leads to an awareness of what makes the situation crucial and the behavioural triggers for the team member and manager in the situation.
- The 5 'D' Model introduces a memorable approach for a leader or influencer to use before, during and after a situation arises for a crucial conversation.
- This will involve exploring, making clear decisions, asking great questions to discover the reality, clarifying and defining goals, and setting a clear vision through discussion, and action planning and follow up to deliver agreed goals.
- SBIR is a feedback model to support a manager in a conversation to ensure the topic has been understood and a commitment to action is reached.
- Action Learning Sets are created during the module and continued afterwards to provide additional support networks for practice and review.

Outcomes

- Managers and leaders of teams will be able to:
- Identify the common personal and workplace challenges to having useful and vital crucial conversations.
 - Identify personal blockers which are preventing conversations from being held
 - Select strategies to minimise blockers
 - Choose an approach which suits their personal preference that will lead to successful outcomes.
 - Access a support network for future practice and reflective practice.
 - Become advocates and positive role models through coaching each other to conduct effective conversations.

How to Apply:
You can self-nominate via Oracle.