

Critical Conversations

Course outline

Provided by: Performance Management Consultants – PMC Training



Reference no.	136-16
Duration	1.00 day(s) 6:00 hours ¹
Website link	https://pmctraining.com/training/critical-conversations/

Techniques to Resolve Conflict and Nurture Productive Relationships

Whether you're delivering bad news, giving a negative performance evaluation, challenging a colleague or client, objecting to additional workload, presenting options in the midst of a crisis, or simply letting people know that the direction on a certain project is changing — communicating difficult subject matter can be an emotionally charged event. Understandably, many people would do anything to avoid that situation.

Yet avoiding critical and difficult conversations or mishandling them can result in many negative consequences.

Learn how being assertive, open, honest and fair in your critical conversations, and fostering others to do the same, can develop alignment and agreement within your organization.

Encouraging open and honest dialogues around important, emotional, or risky topics – at any level – can significantly reduce and resolve conflict, nurture relationships and boost productivity and efficiency.

This workshop is designed to help individuals, teams and organizations improve the way they approach their critical conversations, with confidence, and manage the conversation skillfully so that feelings are spared and the organization's best interests are kept front and center.

Learning outcomes

At the end of this workshop, you will be able to:

- Confront challenging issues with confidence and skill
- Identify when feedback is no longer appropriate, and the right time and place for having a "critical conversation" or confrontation
- Speak persuasively, not abrasively
- Learn how to suspend judgement to check for understanding
- Learn to have healthy, open, honest, respectful discussions
- Engage in effective, consequential conversations that resolve tough challenges

¹ The course hours reflect teaching time that often correlate with continuing education credits (CEC) or professional development units (PDU). Please check with your profession's governing body, as there is no universal approach.

Workshop topics

What is a Critical Conversation

- Define a critical conversation
- Understand why people are afraid to speak up

Deciding to Have the Conversation

- Know what the possibilities are when faced with a critical conversation
- Understand your options

Preparing and Mastering Critical Conversation

- Determine your desired outcomes
- Appreciate the profound power of a dialogue
- Getting into the right mindset to have the conversation without jumping to conclusions and making assumptions

How to Stay Focused on What You Want

- Use the 6 sources of influence

How to Turn Critical Conversations into Action and Results

- 4 methods of decision making
- Put decisions into actions
- 4 important questions
- 7 steps to mastering difficult conversations

Prerequisites

There are no prerequisites for this workshop.

Who should attend this course?

Individuals, team leads, supervisors, managers and directors who would like to improve the way they approach difficult conversations, and manage the conversation skillfully so that feelings are spared and the organization's best interests are kept front and center.