

Candid Conversations

Dialogue Skills Training

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Do you feel stuck?

Sometimes we get stuck at work – there is a problem we don't know how to solve, or a relationship that has gone pear-shaped. At the heart of the issue is often our inability to have a candid conversation. Instead of exploring the issue in dialogue with the other person, we end up in an argument or avoiding one another. And that can leave us disengaged, unproductive and miserable at work.

You don't have to stay stuck

Luckily, effective conversation skills can be learned, so we can move from combat or avoidance to real dialogue that solves tough problems.

Drawing on the work of Rosenberg (Non-violent Communication), Patterson et al (Crucial Conversations) Isaacs (Dialogue and the Art of Thinking Together), Covey (The 8th Habit) and others, this program gives you the key to effective communication at work.

Communicating for Real Dialogue

This two day training program will help you discover the mindset and skill set used by people who are masters of dialogue and tough conversations. They know how to step up at the crucial moment and communicate in a way that achieves a win-win for all.

Program Design

The program consists of two one-day training workshops separated by a two week gap to enable practice between sessions. Participants will self-evaluate at the start and end of the program. The training is highly interactive, with exercises and demonstrations.



Program Content

1. The meaning and purpose of dialogue
 - ✓ Why we need functional relationships at work
 - ✓ What is dialogue? What is it not?
2. The Dialogue Framework
 - ✓ Start with Self – self and other awareness
 - ✓ Respect, Listening, Suspending, Voicing
3. Creating Safety and Respect
 - ✓ Building empathy and rapport
 - ✓ Learning to Look
 - ✓ Master the self-talk and the stories we all tell ourselves
4. Listening
 - ✓ Listening Style – which one is yours?
 - ✓ Learning to Listen
 - ✓ Noticing your own habitual patterns
5. Suspending Judgement
 - ✓ Asking questions
 - ✓ Looking for Mutual Purpose
6. Voicing
 - ✓ Creating safety
 - ✓ I-messages
 - ✓ Identifying and expressing feelings and owning them
 - ✓ Expressing anger constructively
 - ✓ Conversations for accountability



Who should attend?

This program is for executives, managers and front-line supervisors who want to get better results by transforming their most crucial work connections and relationships.