

# Critical Conversations



## Course Description

Leadership is the art of influencing and developing others to achieve their highest potential. Leaders hold a critical role in an organization and must be able to have a critical conversation; one that involves high stakes, difference of opinion, and strong emotions.

Critical conversations are inevitable and when done correctly often times lead to positive outcomes with broader understanding and organizational alignment. Leaders must be able address performance issues, colleagues with competing priorities, and even a boss who is not listening. This calls for having difficult conversations.

This workshop delivers the essentials on how to have difficult conversations, by building your communication skills and emotional intelligence. You will gain skills to improve your relationships, teamwork, and business performance. You will identify underlying differences in work styles, goals, and power dynamics and change the way we view conflict. Our ultimate goal is to move any conversation in a positive direction and to determine next steps.

During this 4-hour workshop we will focus on:

- ▶ How to **deal with and control emotions** during a critical conversation
- ▶ How to initiate and start a critical conversation with a **blueprint for success**.
- ▶ How to **deal with resistance** when others are stuck in the sand.
- ▶ How to move the **conversation forward** in a positive manner.
- ▶ **Fun** is always included in every LeaderPRO workshop.