

EFFECTIVE LEADERSHIP POWERFUL CONVERSATIONS IN PRACTICE

OVERVIEW

Effective leaders engage with their people through conversations. As such, it is very helpful for leaders to develop conversational intelligence, especially when it comes to giving and receiving difficult feedback in a constructive way.

The program is designed to assist leaders with the core skills to do this, as well as offer a roadmap to use for having powerful conversations. The program draws from the work of Judith Glaser (Conversational Intelligence), Nancy Kline (Time to Think) and Lewis Deep Democracy. It is highly experiential, making use of real-plays and practical exercises. It also culminates in the establishment of communities of practice, where leaders are encouraged to meet in small groups on a regular basis.

KEY OUTCOMES

- Understand the 3 levels of conversations
- Understand and practice the foundational skills required
- Understand the different types of feedback (standards and behaviours)
- Learn the conversation framework for powerful conversations
- Prepare for a conversation and a real-play practice
- Establish a community of practice and learn the Time to Think Council process

WHO SHOULD ATTEND

All leaders and aspiring leaders who want to enhance their conversational intelligence and become better at having hard conversations.

DURATION

The program comprises 2 half-day workshops, one or two weeks apart. It is then followed by a group coaching session two weeks later to set up a community of practice

DETAILS

Facilitated virtually or in-person.