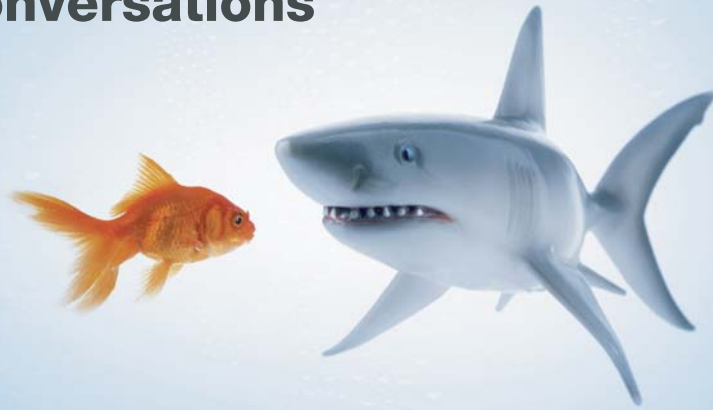


Courageous Conversations



Overview

Everyone knows when they need to have a Courageous Conversation. But some of us resist conducting them, and leave important behavioural or performance issues with our colleagues unresolved. We can all see that early intervention is the key, but our survival instincts tell us to avoid the confrontation, and fear wins out. This often exposes the individual, team or organisation to some level of risk – ironically so, given the motivation is to avoid it.

The goal of the Courageous Conversations is to work towards a solution to the problem, while maintaining relationship.

Learning Outcomes

- Discern when a Courageous Conversation is necessary
- Develop self awareness regarding your personal behavioural style using the ResolutionsRTK **stylemap**™
- Learn to recognise other styles as a means to guiding future Courageous Conversations
- Understand how your behavioural style might influence your strengths and areas for development
- Identify and minimise the risk of having difficult conversations
- Develop the courage to face the challenge of a courageous conversation
- Identify specific situations which require a Courageous Conversation
- Discover the skills to increase the likelihood of successful resolution
- Identify the laws of workplace conflict
- Discuss potential sample problems and identify the communication strategy and framework that apply
- Discuss a range of assertive communication techniques
- Compare and contrast passive, aggressive and assertive communication styles
- Learn to script a Courageous Conversation

Key Benefits

- Encourage harmonious workplace relationships by developing practical skills to resolve conflict
- Explore the inner world of emotions
- Reduce risk and exposure to the potentially long terms destructive effects of conflict in the workplace
- Reduce costs associated with these kinds of inter-personal interactions, eg. claims of unacceptable behaviour and stress leave
- Prevent wastage of emotional energy, time and resources

Duration

Courageous Conversations is a full day training session. This program is tailored by our **develop** consultants, including examples of typical situations in your organisations which often require a Courageous Conversation.

Contact

Call 03 9529 6600 to speak to a member of the [develop](#) team