

Productive Dialogue

Creating a Culture of Quality Conversations



According to Nobel Prize-winning scientist Daniel Kahneman, we experience approximately *20,000 individual moments in a waking day*. Each "moment" or "encounter" lasts a few seconds. Rarely does a neutral encounter stay in your mind - the memorable moments are almost always positive or negative. In some cases, a single encounter can change someone's life forever.

With organizations scrambling to adapt to the intensity of a changing world, the ability to effectively have challenging conversations has become a key competency. Whether you are delivering a difficult message, giving tough performance feedback, or confronting insensitive behaviour, the reticence most of us feel about having challenging conversations is common. Tough workplace conversations are inevitable. Your effective approach to these interactions is both a shift in mindset and skillset.

Productive Dialogue helps learners improve self-awareness around conflict behaviours, curb destructive behaviours so that conflict can become more productive, and ultimately improve workplace results and relationships.

Your effective approach to these interactions is both a shift in mindset and skillset. Leaders need to balance being direct in their approach while demonstrating care for other people. In this program, *Productive Dialogue*, participants will learn how to regulate and curb destructive behaviours and demonstrate courageous and candor so that conversations can become more productive, ultimately improving workplace results and relationships

Objectives

As a result of this workshop, participants will:

- Develop the courage to open the door to difficult conversations
- Understand and identify emotional triggers, assumptions and biases that get in their way
- Focus on individuals as people and have an "others" mentality
- Demonstrate candor while balancing the care for others
- Demonstrate these best practice behaviours in real time, real world application

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For more information please contact us:
Haveron Consulting
Burlington, Ontario
Tel: 905.320.0676
www.haveronconsulting.com
nhaveron@haveronconsulting.com

