ACCORD CONSULTING

Any time we find that we're stuck with the same problem for a while, there is probably a Critical Conversation that we're avoiding - or holding badly.   Did you know, there's a direct connection between holding critical conversations and success?   This program shows you how.

There is a direct connection between holding certain conversations and success. When people are in the throes of a difficult or high-risk conversation, much hangs in the balance. Fortunately, when people are able to honestly and accurately discuss all the relevant issues – including facts, opinions, theories and feelings, they make better choices. They identify problems early, make better decisions, take better action, strengthen relationships - and get better results

Communicating well in difficult situations isn't easy. There are many potential mistakes we can make and it can be easy to cause long-term damage to valuable relationships. Sadly, because of this many of us choose to put up with situations or events that we really ought to be resolving. If we hold people accountable for these things and learn how to step up to the mark in these situations we will make far greater progress in all areas. We will enhance our careers, our relationships - and our results.

Who is the program for?
Anyone seeking to have greater influence in the workplace, Managers involved in performance reviews, and all who are in leadership positions.

Objectives:
On completion of this programme Participants will be able to:
- Recognise where we are stuck
- How to give and receive feedback that is actually understood
- Learn the right conversation to be having:- Problem, Pattern or Product
- Identify the nine Silence and Violence responses and how to deal with them
- Understand the SIFT process of Dialogue
- Learn 10 key skills for effective dialogue
- Recognise how to restore conversational safety when dialogue breaks down

What is covered?
This course will include be-spoke workplace scenarios & role-play situations
- This program includes over 40 real examples
- Personal 'Profile under Pressure' assessment
- The Pool of Understanding
- Setting outcomes for dialogue
- Giving and Receiving feedback
- Dialogue disasters – Case studies
- Defusing skills
- 10 Skills for effective dialogue
- Communicating with both logic and emotion
- Effective listening skills
- Strategies for Managing Conflict

Duration: 2 Days