

Hold High Stakes Conversations

Do you avoid high stakes conversations for a range of reasons including conflict avoidance or because of fear of repercussions? This session boosts your confidence in terms of following a formula to achieve positive outcomes. Learn more about how to plan to hold a challenging conversation and create a safe space for the conversation. Seek authentic, win-win outcomes through a structured conversation that is well rehearsed and maintains a positive relationship with your team.

Snapshot

Duration: 90 minute

Learning Outcomes

- Establish a positive mindset and prepare for crucial conversations
- Overcome challenges and stay focused on objectives
- Develop persuasion techniques and maintain relationships to turn dialogue into action

Course Outline

- High stakes conversations – who cares?
- Prepare with purpose
- Staying focused
- Positive mindset
- Authentic wins
- Persuade and influence
- Listen and learn
- End with action