



progresspeople

Thriving Leaders. Thriving Lives.

Courageous Conversations

Workshop: Courageous Conversations

Duration: 1-Day

Investment: POA

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Workshop Overview

Courageous Conversations is an advanced management workshop that provides an opportunity to revisit and further strengthen your leadership capabilities. Master the skills to successfully identify, assess and solve non-compliance, poor performance and negative attitudes in the workplace. Learn to empathically navigate the formal disciplinary process. Realize that conflict can have positive outcomes if it is resolved swiftly, proficiently and in a lasting manner. When dealt with appropriately, it can facilitate both personal and professional development.

In this workshop you will focus on real workplace scenarios, highly interactive case studies, roleplays and critical self-reflection exercises.

Learning objectives:

- Learn the distinction between leadership and management
- Comprehend the underlying reasons behind conflicts
- Accurately researching and gathering information - adequately preparing for the task at hand
- Having a rigorous and professional process
- Understand the difference between a coaching conversation and the disciplinary process
- Learn clear and deliberate scripting to get you started
- The power of consequence and follow-through
- Moving from informal conversations to the formal disciplinary process