

THE PURPOSE OF CANDID CONVERSATIONS

Business results are attained in no small part through business relationships. High quality, trusting relationships do not mysteriously manifest; they are due to conscious and skillful interactions.

This two-day program provides a skill-based approach to building authentic, trusting relationships with business colleagues.

Participants will build stamina, courage and effectiveness to address critical issues productively and seek, rather than avoid, productive conflict. They'll practice skills that enhance cross-functional partnering and collaboration, which are essential to complete complex projects quickly and effectively, and enhance the precision of shared agreements and expectations with colleagues.

SKILL GROUP ONE: LISTENING ACUITY

- Assess and improve unbiased listening ability.
- Build listening perspective and acuity.

SKILL GROUP TWO: CANDID FEEDBACK

- Give feedback in a manner that's heard and understood, and receive feedback that's clear and usable.
- Assess and close the three communication gaps:
 - The intent-impact gap
 - The fact-belief gap
 - The say-think gap

SKILL GROUP THREE: AUTHENTIC RAPPORT

- Develop skill and flexibility to build situational rapport and alignment.

SKILL GROUP FOUR: CONGRUENT CLARITY

- Create precision, clarity and congruence in communication.
- Gain skills to broaden perspective.



Candid Conversations

Communication Strategies that Build Trust