



Courageous Communication: Tools for Having the Tough Conversations

*“If two people agree on everything, one of them is unnecessary.”
- Winston Churchill*

Do you find it difficult to:

- Speak up to confront problems constructively?
- Give difficult performance feedback?
- Address challenges with a superior or peers?
- Talk openly about the issues that matter most, even when your viewpoint may be unpopular?

Program Overview

The most influential leaders are those who are able to have these crucial conversations in a constructive and courageous manner. The ability to speak directly about the issues that matter in ways that sustain trust and respect in the relationships involved is a high-level leadership skill that can be learned and enhanced. Leaders who are skilled at having these conversations are better positioned to gain commitment from others, resolve problems in a timely and effective manner, and lead their teams to success.

Through this session you will learn the foundations and practices essential to becoming a courageous conversation leader.

Program Objectives

Participants will be able to:

1. List five common conflict response styles and the situations in which each is effective and ineffective.
2. Describe DiSC style tendencies in times of conflict or discord.
3. Describe the “Ladder of Inference” and its impact on communication.
4. Explain the three elements of the ABC Assertive Message Model.
5. List communication practices that facilitate constructive dialogue.