

# Rehearsing Critical Conversations

Develop the skills and confidence for challenging situations

**3gHR's Rehearsing Critical Conversations programme provides an opportunity to practice conversational dilemmas and challenges in a safe and constructive environment**

This one day programme enables Managers to have a greater impact through delivering effective, challenging (and courageous) conversations. These "critical" conversations may well be delivering difficult messages or they could be crucially important conversations, such as a meeting with a key business stakeholder. This workshop equips Managers to recognise the need and opportunity for taking charge of important 1-2-1 meetings.

Why are some conversations more difficult than others? Participants will examine the "anatomy of a difficult conversation" and explore what is really going on behind the emotional and intellectual agendas at play; learning how to plan for upcoming meetings which will need clear, courageous articulation of message and meaning.

This workshop is active and practical, with the majority of the day organised to provide "real-play" exercises using professional actors and facilitators to bring to life real scenarios and allow participants to field-trial new skills and techniques.

## The Learning Outcomes

- Prepare appropriately for critical conversations
- Understand the elements of factual feedback
- Explore real and imagined expectations
- Have firmness of purpose and intent in critical conversations
- Behave assertively when stating personal opinions
- Deliver clear messages
- Address difficult issues in a positive manner
- Provide actionable, positive and corrective feedback
- Ensure that what is said is understood even in ambiguous and demanding situations
- Be sensitive during difficult feedback
- Understand the impact of body language and non-verbal communication

