



Powerful Managerial Conversations

Influencing the People Who Count

Course Description

If you are not getting the results you want from an employee, from your boss, a colleague, a client, or just about anyone, there's probably a conversation you need to have with that person to get the results you need. Often we avoid these critical conversations, talk ourselves out of them, or if we do have them, they don't turn out the way we would have liked them to.

Powerful Managerial Conversations will show you how to succeed these conversations, critical to every manager's success in business and in life.

Target Audience

Managers working in high pressure, matrix environments, who need to get things done through other people. *Pre-requisite:* Participants must have at least 1 direct report.

Objectives

Participants will learn to:

- foster mutual purpose and respect between people and in teams through their Managerial Conversations
- understand people's "stories" and how they affect behavior, yours and theirs
- boost employee engagement by creating a "creative climate" where everyone feels free to say what is really on their mind
- understand the ways their managerial conversations can go wrong
- stay focused on results needed without getting derailed by emotions on either side
- diffuse violent reactions and eliminate silence
- understand their style under stress, and what to do about it
- assert their strong opinions without shutting down differing thoughts from others
- create a "safe" environment for people to add their knowledge, experience and recommendations to the conversation thus adding value to the organization
- prepare their upcoming Managerial Conversations to move to action & get results!

Method

A combination of theory-based lectures/discussions, with personalized exercises, simulations, and case studies. Demonstrations of all tools and techniques completed by conversation-partner practice sessions.

Duration of the session: 2 days

Number of participants: 12 maximum

Working languages: English or French



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