



COURAGEOUS DIALOGUE: ENGAGING IN HIGH-IMPACT CONVERSATIONS

Today's organizations continually strive to enhance their competitiveness by encouraging collaboration between individuals, departments, and teams. Interpersonal relationships can often be the most challenging aspect of working on teams. People frequently have different points of view and conflicts are likely to ensue.

How can you prepare yourself to effectively deal with conflict rather than delay taking action or avoiding it? How can you turn a potentially uncomfortable situation into a constructive conversation? Courageous Dialogue: Engaging in High-Impact Conversations introduces tools for courageous dialogue and provides strategies for turning confrontation into conversation.

Program Objectives

As a result of attending this program participants will be better able to:

- ① **Devise strategies** for diffusing the emotional component of conflict
- ② **Understand** your preferred style for managing conflict and develop style flexibility
- ③ **Apply** a structured process for confronting tough communication challenges
- ④ **Demonstrate** active listening and constructive dialogue skills



AGENDA

- **Strategies** for addressing conflict
- **The strengths and weaknesses** of your preferred style of managing conflict
- **Diffusing** the emotional components of conflict
- **The Courageous Dialogue Model**
- **Critical Courageous Dialogue skills**

Target Audience

- **Experienced Managers**
- **New Employees**
- **Project Managers**
- **New Leaders and Managers**

