

# candid conversations



For people at all levels in your organisation



Full day course.

Half-day workshop sessions marked with 



Run at your offices or in a virtual classroom

This workshop will help people to communicate in an open and honest way. Why is this important? Because organisations with an open communication and feedback culture *thrive*.

Being able to have a candid conversation is a skill that comes with practice. Participants will learn why and how to seek feedback, receive it graciously and give respectful feedback to their colleagues.

## goals

- understand the benefits of a candid conversation culture
- understand how people are different and how to flex their style
- request and receive feedback and doing it well
- deal with criticism
- listen actively
- communicate assertively and understand the difference between aggressive and passive communication
- give regular positive feedback – not praise
- give constructive feedback.



Open conversations allow for “a bulls\*\*t-free zone where people love their work and working together” – Kim Scott

# workshop info

Our facilitator will adapt the content and workshop style to the needs of the group. The following is a one-day program outline, which we can cut to a half-day workshop. Topics for half-day option denoted by ½  
We are happy to tailor topics – please discuss with us.

## Introduction and workshop overview

Participants will review the agenda and will discuss their personal objectives.

## Why a candid conversation culture? ½

The group will talk about the benefits of an organisational culture where communication is open and honest. Where relevant we will link the program to the organisational values.

## Adapting to different styles

Participants will learn to identify four behavioural types: Drivers, Expressives, Amiables and Analyticals. Through a self-assessment team members will find out their own style and they learn some tips in dealing with other styles.

## Asking for feedback

Through the Johari Window participants will explore the benefits of receiving feedback and how to ask for it.

## Receiving feedback ½

Participants will discuss how to deal with tough feedback and the emotions that go with it. They will learn how to develop the emotional intelligence to choose their reaction instead of responding to their impulses.

## Active listening ½

Participants will learn techniques to show they're listening.

## Giving feedback ½

Giving good feedback is such an important skill. Participants will learn to use the SBIA model to give positive and constructive feedback.

## Getting over feedback fear ½

Giving constructive feedback is challenging for most of us. We'd rather avoid those tricky conversations. The group will look at what holds people back and how to build up courage to assertively give feedback.

## Having a challenging conversation ½

Participants practice using a framework for having any difficult conversation: how to open; how to follow through, and how to close.

## Dealing with resistance

What if the other person is offended or denies the topic of feedback? The team will learn to deal with push-back.

## Action plan ½

We know that the most valuable part of training is putting the new skills into actual use in day-to-day work. We ask the attendees to set concrete goals and make themselves accountable so that the value of attending has a far-reaching impact, and the organisation starts to benefit from their new skills.



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