

VITAL Conversations

probably the most practical and robust workshop available in the UK on difficult conversations and facilitative leadership

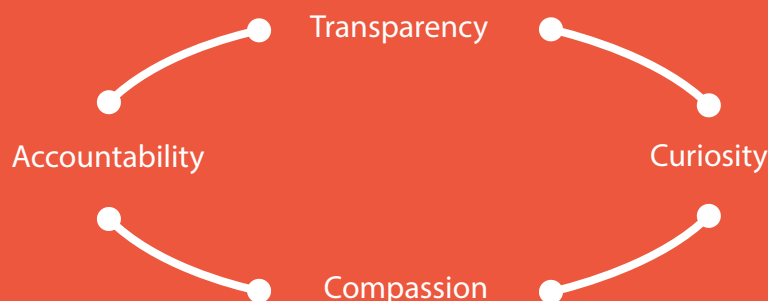
7,000
leaders
attended this
workshop

- 31 organisations have chosen this workshop for their leaders
- 15 executive teams have utilised the team version
- 96% rated the workshop as exceptional or very good (71% exceptional)
- Bespoke appraisal version created with major increase in completed appraisals
- Delivered by facilitators with a minimum of 15 years mediation and conflict resolution experience

A Shift in Mindset

Having grasped the shift in Mindset around how we see people and handle the conversation, delegates then learn 7 integrity based behaviours that give them the confidence to handle the complexity that is usually found in difficult conversations.

Vital conversations takes a fundamentally different approach by looking at the underlying mindset required to drive behaviour that develops strong relationships. The approach is based around 4 core principles:



What will your leaders receive?

In brief, the Vital Conversations workshop will cover 4 main components:

- 1** Develop a facilitative leadership style to apply to their team, key projects and most important meetings
- 2** How to engage in effective dialogue even when the issues are high stakes or the relationship is strained
- 3** Developing a new mindset and a set of 7 high integrity behaviours
- 4** They will receive expert coaching on their vital conversations and learn a unique self coaching difficult conversation planning process

Learn how to...

- Get clear on the vital conversations that will make the biggest difference in your team, projects and key relationships
- Know when to raise an issue and when to let it go
- Manage your emotions and confidence throughout the conversation
- Convey what's important to you without dancing around the issue
- Handle the other person's strong emotions or difficult behaviour
- Respectfully question to get beyond others' defensive positions
- Go beyond hearing to listening for facts, feelings & underlying interests
- Avoid using "loaded words" that trigger defensiveness in others
- Investigate both sides of the "story" to generate real understanding and maintain a safe and respectful dialogue.
- Understand the mental shift from blame to contribution
- Develop a collaborative approach that generates more options
- Say no and still remain in rapport
- Gain clarity and joint commitment to mutually agreed next steps
- Use the 1st/2nd/3rd positioning strategy to take a rounded view of the situation
- Plan and successfully execute difficult yet vital conversations
- Start conversations of this nature in a direct yet respectful manner.

Our core model: 2nd generation thinking

Core Assumptions

I could be contributing to the issues

We will often see things differently and both have genuine intentions

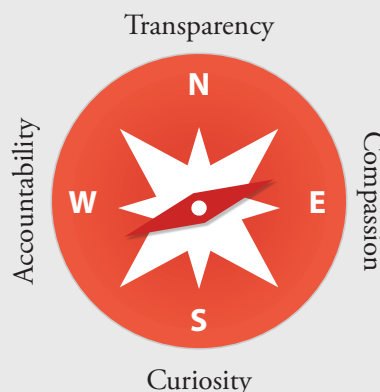
Both parties' opinions, feelings and needs are legitimate

I listen with the intent to understand

My goal is to be useful rather than being right

It's okay to hold others to account

Compass Values



Behaviours

Start with 3 P's

Test assumptions

Seek out & share relevant information

Make your reasoning & intent transparent

Clarify important words and use examples

Share your view & encourage enquiry

Focus on interests not positions