

MASTERING THE ART OF HIGH STAKES CONVERSATIONS

Course Outline:

Communication Essentials

- Learn to enhance your ability to communicate difficult messages, producing stronger results and improving collaboration and relationships.
- Improve your ability to influence others and drive strategy.
- Acquire the skills to be a more powerful proactive communicator.
- Remove blocks that prevent you from being an effective communicator.
- Increase your ability to recognize and work with communication patterns and dynamics to aid in building and sustaining high-performance organizations.

Difficult Communications

- Learn the finesse of straight talk and creating an effective message.
- Master communication from the inside out; transform self-limiting beliefs and habits.
- Identify your natural strengths and style, and learn how to adjust it, based on the results you want to achieve.
- Maintain positive relationships under heated/difficult circumstances.
- Recognize when and why a conversation goes off track and know how to guide/ lead the discussion back on point.
- Learn how to effectively challenge others to expand their thinking and learn to effectively innovate together, while enhancing the relationship.

Skills, Tools, and Techniques

- Learn systematic and effective ways to prepare for and conduct challenging conversations.
- Increase your effectiveness at surfacing issues and challenging the status quo appropriately.
- Acquire powerful tools for managing strong feelings within professional relationships.
- Develop skills to build a broad base of support among key stakeholders.
- Develop more creativity, synergy, and innovative conversations by utilizing the tools introduced in this course.

You Will Learn

- Greater self-awareness and personal communication mastery.
- To prepare and deal with challenging business conversations.
- Communication tools for dealing with difficult people.
- To manage strong feelings in high stakes conversations.
- To proactively address critical issues and surface concerns.
- Skills and techniques to increase your organizational influence.

Who Should Attend

Executives, managers, and leaders who want to learn how to lead through more powerful, impactful, and productive conversations.

The ideas, frameworks and tools shared in this class are based on best practices in negotiation and conflict resolution developed over the last 20 years at the Program on Negotiation at the Harvard Law School. These ideas were first published in [Getting to Yes](#) (Fisher et. al, 1991) and further developed in [Difficult Conversations](#) (Stone et.al, 1991).

Course Overview:

As leaders today, we are impacted by our ability to communicate effectively. The business results we produce, the strength of our internal collaborations, the effectiveness of our customer relationships, the success of our corporate strategy, and the retention of our key employee talent, all depend on the skills we bring to communication and relationship management.

- Is it challenging for you or your people to communicate tough messages to certain audiences?
- Do you have employees, especially your high performers, who are not as polished at giving challenging feedback or are unwilling/ unable to receive feedback themselves?
- Do you wonder why others do not hear your feedback in the way it was intended and notice productivity, and results are sometimes affected negatively?
- Are you concerned that there are performance gaps not being addressed because employees are unable to communicate difficult, yet critical messages effectively?
- Would you, your managers, or your organization benefit by developing a greater capacity for conducting critical business conversations?

This program develops world-class leaders in the area of challenging leadership communication and organization-wide collaboration.

The techniques learned will transform your everyday communication by giving you powerful tools, models, and skills to increase your ability to communicate tough messages while increasing your effectiveness and results.

You will emerge from this program with a wide range of new communication skills to better manage difficult conversations, provide timely performance feedback, brainstorm ideas in meetings and conduct a wide range of other business transactions that will maximize your impact, your reputation, and the company's bottom line.