

1 DAY

COURAGEOUS CONVERSATIONS



Communication Skills Course

LEARNING OUTCOMES

- Deliver feedback in a way that clearly communicates the message while strengthening the relationship.
- Communicate your message effectively, ensuring it is understood and acted upon.
- Honestly assess your team's performance and provide constructive guidance where needed.
- Approach and lead challenging conversations with confidence and professionalism.
- Foster a supportive and trusting environment to ensure feedback is received positively and constructively.

COURSE OVERVIEW

Delivering difficult news is never easy but avoiding it isn't the solution. This course equips emerging and established leaders, managers with direct or indirect reports, and anyone looking to provide constructive feedback with practical tools and techniques to communicate clearly and confidently while maintaining and strengthening relationships. Whether it's sharing organisational changes with a team or providing performance feedback to an individual, participants will learn how to get their message across effectively and professionally.

TOPICS COVERED IN THIS COURSE

The Importance of Courageous Conversations

Understand why addressing difficult topics is essential for team performance and organisational success.

Building Confidence in Conversations

Learn to approach every conversation with self-assurance, using body language, voice, and meta-communication to convey clarity and credibility.

Understanding Motivations and Perspectives

Explore what makes you and others "tick" and how to consider different points of view fairly during discussions.

Delivering Difficult Messages Effectively

Gain techniques to communicate challenging messages while maintaining trust, respect, and positive relationships.

Giving Constructive Feedback

Learn to deliver meaningful, actionable feedback using models like E2C2 to improve performance and ensure acceptance.

Managing Emotions and Conflict

Develop skills to work through emotions, respond rather than react defensively, and balance individual and organisational needs.

Practical Techniques and Phrasing

Acquire useful phrases, questions, and strategies to guide professional, courageous conversations confidently.

Applying Skills in the Workplace

Practice applying learned techniques to real workplace situations, reinforcing skills for immediate use and impact.