

# LEADERSHIP CONVERSATIONS®

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## OVERVIEW

Every day employees at all levels have opportunities to lead by shaping the way people think and act. These “leadership moments” are found not in formal presentations but in everyday conversations; including project updates, impromptu meetings and even challenging interactions. Leadership Conversations is designed specifically for employees who want to capitalize on these opportunities. In attending they will learn to think on their feet and inspire others in everyday conversations.

This intensive program (available in one- and two-day formats) is not about formal or public speaking – instead it is a highly practical look at how to influence and lead when speaking off-the-cuff. Participants will be introduced to The Leadership Model®, The Humphrey Group’s communications methodology which they can use to convey clear, compelling messages, shape the conversation, and close with action. They will also learn to use this approach to listen effectively.

## TARGET AUDIENCE

Leadership Conversations is designed for individuals at all levels of the organization who wish to develop their ability to influence and inspire others in challenging one-on-one conversations.

## POWERFUL LEARNING OUTCOMES

Applied learning through roleplays will ensure participants are able to lead in real interactions. They will practice and roleplay coffee chats with a colleague, conference calls with senior leaders, discussions with managers, performance reviews with direct reports and chance encounters with senior executives.

Those who attend this course will learn to:

- Embrace the role of “leader” in crucial conversations.
- Prepare for conversations by creating a script to organize their thinking.
- Use their script to shape the conversation.
- Support corporate goals while delivering personal beliefs.
- Listen effectively to pushback or defensiveness without giving ground.
- Adjust their approach based on new ideas or perspectives that emerge.
- Stick to their message when tensions rise.
- Use the language of leadership.
- Close the conversation and secure a commitment to action.

# DAY ONE

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## I. ADOPTING THE LEADER'S MINDSET

- The link between leadership and communication.
- Six guiding principles for thinking as a leader.
- **WORKSHOP:** Participants will identify three to five upcoming conversations which can serve as leadership opportunities.

## II. CRAFTING THE LEADER'S SCRIPT®

- Develop a focused message.
- Build a logical structure.
- Close with a call to action.
- **WORKSHOP:** Participants will develop key messages for some of their five challenging conversations.

## III. PREPARING THE RIGHT WAY

- Script yourself before you have the conversation!
- Be sure you know what you are seeking to achieve.
- **WORKSHOP:** Each participant will create a script for a challenging conversation they need to have.

## IV. MASTERING THE LEADERSHIP CONVERSATION

- Lead the conversation using your script.
- Listen to the other side – physically, mentally, and emotionally!
- **WORKSHOP:** Participants will roleplay the conversation they created a script for, and will receive feedback on their effectiveness.

## V. MASTERING THE OFF-THE-CUFF CONVERSATION

- Begin by listening to identify your opportunity.
- Develop your message and structure on the fly.
- Move from listening to leading the right way.
- **WORKSHOP:** Each participant will role-play a challenging unexpected conversation (e.g. call from employee who is going to be late again or chance encounter with an executive).

## VI. CONCLUSION

- Every conversation represents a leadership opportunity.
- Begin scripting yourself today so you can demonstrate leadership.