

# Successful Communication

*Master the skills needed to overcome tension and manage difficult conversations*

## ▶ PROGRAM BENEFITS

*Successful Communication* is a fast-paced, interactive workshop that combines short presentations on two key models, TIDE (internal perspective) and DOTS (external approach), brief exercises for skill-building practice, preparation tools, and client scenarios for application. *Successful Conversations* reveals what it takes to approach difficult topics and behaviors and prepare for and conduct conversations for the best outcomes. Rooted in emotional intelligence, the workshop helps people at all levels and from all areas of your organization build the communication skills needed to demonstrate trust, enhance relationships and achieve meaningful resolutions. The program fosters awareness that communicating well in tense conversations is joint problem-solving that requires understanding your own and the other party's thoughts, emotions, identities, and drives, and applying appropriate tools and skills for effective dialogue.

## ▶ PROGRAM OBJECTIVES

After this session, participants are better able to:

- Get to the heart of what matters efficiently despite differing styles or viewpoints
- Manage high-stress situations to resolve concerns skillfully
- Perform productively and with positive morale
- Strengthen working relationships and your ability to influence, both outside and inside your organization.

To hold successful conversations and deal with challenging communication issues more effectively and efficiently, participants build their awareness of, and skill with:

- what makes some conversations difficult
- what triggers us and how we can handle reactions and diffuse escalating emotions
- what a successful conversation looks, sounds, and feels like,
- when to advocate versus when to inquire,
- what roles and process are essential for successful conversations and
- how to prepare for potentially tense conversations

## ▶ IMPLEMENTATION/CUSTOMIZATION

*Successful Communication* is focused on communication practices and application of tools to resolve relevant issues at the organization. Case scenarios and discussions are tailored to your organization's specific challenges. Typical lengths are 6-8 hours though can extend to 12-16 hours.

## ▶ AUDIENCE

Employees at all levels and from all areas of the organization and in particular those for whom working collaboratively and on teams is important.