

Straight Talk for Managers

Based on SAQA's Unit Standard 120394, NQF Level 4, 6 Credits

Introduction

By definition, critical conversations are about tough issues. A critical conversation is a discussion between two or more people where stakes are high, opinions vary, and emotions run strong. Individuals who are the most influential – who can get things done, and at the same time build on relationships – are those that have mastered critical conversations. This workshop will teach you how to express controversial and even risky opinions in a way that gets heard.

Course Objectives

By the end of this course you will be able to:

- Understand what generates obstacles to getting people to engage and co-operate with you
- Understand how human belief systems cause you and others to adopt certain mindsets and behaviours in particular situations
- Learn how to manoeuvre your mindset and that of others towards achieving a positive result
- Learn how to focus on and understand the messages being transmitted consciously and subconsciously from others so that you can use them to produce a beneficial result
- Consider cultural diversity and protocol in all communication
- Discover methods which will allow you to become flexible so that you can instantly access an array of strategies to deal with whatever the situation demands

Course Outline

How to identify sensitive issues that are critical to your business

- Identifying various critical conversations
- Tips for difficult conversations
- Consequences of delaying conversations

Creating the right atmosphere

- Increasing sensitivity to conscious and unconscious messages
- Establishing trust and confidence from your staff
- Listening to ensure you are open, fair and unbiased
- Boosting motivation

Face-to-face high impact communications

- Eliciting and controlling emotional responses through words, sounds and physicality
- Using psychological masks to change and control responses
- Pulling the right triggers to move the communication to where you want it to go
- Considering cultural diversity and protocol in all communication
- Using tact and diplomacy

Theory meets practice

- Perfect phrases for critical conversations
- Using your emotions intelligently
- Separating facts from opinions and keeping it simple