

# Conversations

That Move People  
Forward

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QUESTION: What do these two concepts have in common?

1. Motivation that engages an employee and accelerates productivity
2. Frustration that disengages an employee and slows productivity

ANSWER: They are both possible outcomes of a conversation with their leader.



Leadership is a conversation. The mindset and methods leaders bring to a conversation with an employee have a substantial, immediate impact on that employee's performance. **Through everyday conversations with employees, leaders can inspire or stifle performance, create or kill accountability, and make or break the employee experience.**

Unfortunately, 69% of leaders are uncomfortable communicating with their employees,\* and a majority avoid tough conversations. This course gives your leaders both the methods and confidence they need to turn conversations into a more comfortable, powerful foundation of their leadership.

**LIVE SESSION:** In a one-day, in-person session, participants can expect to learn surprising insights and skills that drive connection and enable potential, including:



- The four substantive skills of all effective conversations - from brief hallway conversations to giving tough feedback
- Three core coaching practices that can shift everyday conversations into powerful performance builders
- A progressive approach to holding others accountable that really works
- Insights on the psychology of confrontation that will enable a calm and clear approach when others deflect or get defensive
- A highly effective way to prepare for giving feedback that will keep both parties focused on the real problem and more likely to improve performance

**EXPERIMENT:** We know the things you learn in training can quickly fade away and ultimately end up on the learning scrap pile. It's easier to keep doing things the way you've always done them. Our carefully designed "experiments" create one of the best ways to put learners on the hook to use new skills back on the job.



Participants follow clear instructions to complete a conversation-based experiment. Don't worry, our experiments are not disruptive to the workplace, but they do require participants to try out new behaviors that may feel awkward or uncomfortable for them.

\*Source: Interact - Harris Poll research