



# Conversations That Succeed

## AUDIENCE

Employees at all levels and from all areas of the organization.

Master skills to overcome tension and manage difficult conversations

## Program Benefits

*Conversations That Succeed*, from Accordence, reveals what it takes to produce the best outcomes from conversations and how to approach difficult topics and behaviors. 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 other parties' needs and concerns, and applying appropriate tools and skills. After this session, participants are better able to:

- remove conflict-driven barriers to operating efficiency, productivity, and morale as soon as they arise
- strengthen every working relationship, both outside and inside your organization
- advocate their, and your organization's, needs in any given situation
- create consensus in spite of conflicting views and differing styles
- give feedback effectively
- understand their own style and approach, as well as those of others,
- build trust within the organization, and
- conduct successful conversations and manage high-stress tense situations.

## Program Description

*Conversations That Succeed* is a fast-paced, interactive workshop that blends skill-building practice and application with self and group reflection. To hold successful conversations and deal with and resolve differences more effectively and efficiently, participants build their awareness of, and skill with:

- what makes conversations hard
- what triggers us and how we can diffuse escalating emotions
- what a successful conversation looks, sounds, and feels like,
- when to advocate versus when to inquire, and
- how to prepare for potentially tense conversations.

We help build awareness of how each person may be approaching conversations with effective conversation tools, practicing them on typical scenarios, and sharing their experiences, fostering teamwork and understanding of how the new principles and tools can be applied in their day-to-day work. At the conclusion of the workshop, participants are able to readily apply their new skills the next day back on the job.

## Implementation/Customization

*Conversations that Succeed* is a one-day program though can be expanded to two days for more customized focus on practice and application to resolve relevant issues at the organization. Case scenarios and discussions are tailored to your organization's specific challenges. A representative cross-section of participants is interviewed prior to the workshop to surface key issues and ensure that scenarios accurately replicate the dynamics of current workplace situations.

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