



Successful Conversations

AUDIENCE

Employees in both management and individual contributor roles who have a high degree of interaction and responsibility within and across teams and with persons outside the organization.

Develop and refine the skills needed to overcome tension and manage difficult conversations

Overview

Successful Conversations, from Accordence, 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.

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 & inside your organization

The Program at a Glance

Successful Conversations 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. 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
- how to prepare for potentially tense conversations

We help build awareness of how each person may approach conversations and share effective conversation tools, practicing them on typical scenarios, and discussing 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 and Customization

Successful Conversations is a two-day program with a 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.