

CRUCIAL CONVERSATIONS at work

Duration: 2 days (14h)

Date: available within 2 months

Price general public: EUR 1150 net /pers. (no VAT)

Price in-house: on demand (4-12 pers.)

OVERVIEW

Industrial, commercial, and administrative organisations all create social environments in which human relationships matter tremendously for the success and well-being of teams, departments and directorates, as with partners and customers.

Managing workplace relationships effectively is an essential skill, especially for managers and team leaders since they give the tone. It falls under their responsibility to influence positively the quality of the social fabric, which in turn affects the achievement of everyone's objectives.

Relational skills and socio-emotional intelligence are imperatives today. Effective methods and specific techniques will help you to develop these skills. This training provides such tools, focusing on important and – at times – urgent conversations.

Meaningful exchanges enable to share thoughts, opinions and feelings which in turn build strong and authentic professional relationships. Participants learn how to approach such conversations with clarity, respect, and confidence to strengthen collaboration and mutual understanding.

AUDIENCE & PRE-REQUISITES

- Pre-requisites: None
- All audiences

LEARNING OBJECTIVES

- Appreciating the components of an effective professional relationship.
- Adjusting one's behaviour to different personalities among colleagues
- Staying loyal to oneself while respecting other people's perspectives and feelings
- Handling difficult behaviours
- Giving constructive feedback that builds the relationship
- Leading a crucial conversation on a sensitive topic with high stakes
- Redressing an interaction that went wrong
- Facilitating conversations that lead to shared solutions
- Delivering effective and motivating feedback
- Building trust and credibility in professional interactions
- Encouraging openness and mutual respect
- Recognising and managing emotional reactions
- Creating a constructive climate for dialogue as a management style and a factor of organizational culture

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PROGRAMME

- The social sphere at work
- Temperament types, characters, personalities, and behaviours
- Typical challenges in professional relationships
- Self awareness at work
- Decision, direction, and strategy for excellent relationships at work
- Examples and analyses of difficult relationships
- Defusing the potential for conflict
- Examples and analyses of open, effective and constructive relationships
- Crucial conversations in interviews and evaluations
- Importance of vocabulary and tone
- Effective body language
- Application of the methods in pairs, small teams and in group simulations



METHODS & EVALUATION

Rich and flexible training design: theoretical input, discussions, reflection and sharing of experience, role-plays and simulations, practical exercises.

Training assessment:

- Short term impact
- Long term impact

Learning assessment :

- Self-evaluation
- Questionnaire after the training

Recognition : EUROBOGEN certification

OTHER RELATED TRAINING

- Conflict management and mediation
- Managing teams effectively
- Diversity management

For people with disabilities, the organization is committed to being accessible.

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