



## Leading through Conversations

### What's this about?

The calibre of conversation counts for leadership success. They're a telling indicator of workplace culture and crucial for the effective functioning of any team. Through conversations, leaders connect, inspire, influence, energise, make decisions, problem-solve and move people to action.

This 'can't-miss' coaching clinic centres on 7 essential principles for more constructive conversation-making. It equips you with easy-to-learn tools to tone-up your conversational leadership capacity and boost your ability to conduct more powerful conversations.

### You'll learn how to...

- Apply 7 Principles to master more constructive conversations
- Turn dead-end debates into skillful discussion and dialogue
- Become more aware and present in your conversations
- Raise the level of frank, open interchange between people
- Make meetings more meaningful & deal with the real issues
- Keep discussion on track & channel differences of opinion
- Create a more connective conversational culture

### What we cover

- The conversational nature of leadership
- 7 Principles for Constructive Conversations
- Debate to Dialogue: different kinds of discussions
- Prac sessions on dialogue & skillful discussion
- Conversational assumption-making
- Levels of Listening & tips for listening 'up'
- Perceptual Positions & precision questions
- Connecting with others in 2nd position
- Getting people to engage in conversations
- Being persuasive – assert yourself positively
- Say what you need to say – cleanly & clearly
- Balancing your say with hearing what they have to say
- The 5-P Model of more Skillful Discussion

### Is this right for you?

Participants at our conversational coaching clinics come from all sorts of backgrounds – public sector and council managers, team leaders, teachers, health and community-care. Although the clinic is aimed at leaders, it can benefit anyone who wants to increase their conversational mastery and work on ways to foster more constructive conversations in a range of different discussion arenas.



**“A great couple of days. The interactive activities were unique and the hands-on approach of a conversational café very useful – as was having a bit of a laugh along the way. The guide is very easy to read and comprehensive. It's definitely helped me have the courage to approach conversations I previously scamped from. Bill obviously has a talent for bringing out the best in people and helping us learn better ways of going about things through his knowledge, experience, fabulous facilitation and sense of humour.”** Tameeka Sainsbury – Pacific Pines SHS

### Course Features...

- Learn the 7 constructive conversation principles and diagnose the calibre of your conversations
- Complete a Conversational Coaching Scorecard based on the 7 Principles
- Take-away a totally revised 150-page 2nd edition of our self-coaching guide with 27 tools.
- Set conversational improvement goals

### Course Details...

**Duration:** 2 days

**Fees:** \$825 per person – discounts available

**Locations & Dates:** See our 2013 Course Calendar attached and on-line

**A practical clinic on applying 7 key principles to master the art of constructive conversation-making...**