

Soft-Train



*At Soft-Train
Technology Works*

Mastering Challenging Management Conversations (3 Days)

COURSE GOAL: Improve communication and conversation skills to deliver difficult and challenging messages.

PREREQUISITES: None.

LEARNING OBJECTIVES:

Upon completion of this course the student will be able to:

- Identify strategies for hurdling challenging conversations
- Project clarity, confidence and assuredness
- Flex communication style to improve rapport and results
- Exhibit empathy while maintaining a leader's demeanor
- Gain support from senior management in implementing change or initiatives.

KEY TOPICS:

I. The Agenda for Leadership Communications.

- A. Leaders as Communicators
- B. Critical Issues for Leadership Communication

II. The Leader as Community Developer

- A. Meaning-Maker
- B. Storyteller
- C. Trust Builder

III. The Leader as Navigator

- A. Direction Setter
- B. Transition Pilot
- C. Linking Agent

IV. The Leader as Renewal Champion

- A. Critic
- B. Provocateur
- C. Learning Advocate
- D. Innovation Coach
- E. Assessment