

Mastering High Stakes Conversations



PURPOSE:

To develop the ability to confidently and effectively navigate high-stakes conversations with customers, peers, direct reports, and superiors.

WHO SHOULD ATTEND:

Everyone whose role requires the ability to work with others to solve problems, collaborate, negotiate, and manage conflict.

BENEFITS TO PARTICIPANTS:

- Develop the skills needed to gain cooperation and buy-in for critical initiatives, hold others accountable and disagree without shutting the conversation down.
- Learn six ways to keep dialogue open and productive.
- Develop the skills needed to manage emotions under challenging circumstances.
- Understand your personal communication style, how it impacts high-stakes conversations, and when it is beneficial to adapt.
- Identify the common obstacles to successful HSC and which ones hold you back.
- Understand the costs of poorly handled conversations and the impact of mastering them.
- Learn how to effectively initiate high-stakes conversations to set the stage for success.
- Address disagreements and conflict assertively and respectfully to build credibility and strengthen the relationship.
- Opportunities to practice skills taught and get feedback during the course.



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Agenda:

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| 8:00 | Opportunity at Hand: Overcoming the Challenges of HSC |
| 8:40 | Communicating with Style |
| 10:00 | Break |
| 10:15 | Mental Mastery: Managing the Stress Inherent in HSC |
| 10:45 | 5 Steps to Initiating High Stakes Conversations |
| 12:00 | Lunch |
| 1:00 | 6 Keys to Productive Dialogue |
| 2:45 | Break |
| 3:00 | Putting it all Together |
| 4:30 | Closing Comments and Personal Action Plan |
| 5:00 | Session Adjourns |