



Having Courageous Conversations

Course Outline



Your business outcomes are our priority. Proving impact in real time.

Having Courageous Conversations

Aim

This workshop is extremely effective when attended by the entire organisation, group or department (including management) and as individuals.

The aim is to supply the learners with the necessary knowledge and confidence, enabling them to have difficult conversations within an organisation. South Africa is indeed a complex nation with a variety of diverse influences (internal and external) impacting on our ability to be truly productive. The way to overcome challenges is to face them head on. This workshop enables the learner to do so.

What Others Had to Say About this Course...

"An essential workshop to have for all individuals in an organisation" – Lila

Who Should Attend this Course?

This course will benefit all staff.

Outcome

The learners will be able to discern the needs of their clients and colleagues and adapt their own approach to the situation, resulting in more favourable resolutions to any given discussion.

Content

Topic	Key Learning Points
Why are Courageous Conversations necessary?	• Living in a VUCA environment • How our history influences our thinking • How fear based decision making has influenced our behaviours • The impact of the above factors on the working environment
The science of the Brain	• How our perceptions are formed • What is the difference between assumption and perception • How to avoid a jump in illogicality
Understanding Power and Transactional Analysis	• Adjusting our personal approach and locus of control • Using accountability as a gift to step fully into our own lives
Understanding when Courageous Conversations are necessary	• Power Misuse • Power Abuse • When others are oblivious • When we as individuals need clarity
The Conversation	• Checking inward • Clarifying emotions • Set the space and time • Expecting discomfort • Framing the conversation • Non combative opening of conversation • Listening with a view to understanding • Speak your truth • Accept the possible lack of closure • Questions to ensure co-operation and collaboration • Agreeing on a way forward • Remaining professional
Useful Communication Tools	• 3 step assertiveness technique

Topic	Key Learning Points
	• Fogging • The BEEF Sandwich • Timing of silence • Finding the AND and not the OR • Words that soften

Duration: 1-Day

Optional Purchases

When ROI and Implementation Matter

At Staff Training, we understand that each individual and/or organisation has unique needs and goals. We have developed a range of valuable, but optional purchases to maximise your training outcomes:

SETA Accredited Training Options

Most of our workshops are aligned with SETA Accredited unit standards, or you can opt for the fully accredited version of your workshop choice. This includes a certificate of competence when successfully completed. All other certificates are certificates of attendance.

The Afterburner

Afterburners are additions to selected workshops. These continued learning courses include a re-cap of material covered during the workshop and continue to expand on both knowledge and skills development for the workplace.

Skills Check

Skills Checks are extremely useful in the measurement of ROI of soft skills training. This tool is structured to help the learner improve on the implementation of new skills through a goal-driven process of accountability and reflection.

LevelUp Coaching

A 2-hour, one-on-one coaching option for those who would like to address and build on the knowledge they gained during training. Converting theory into practice under the tutelage of an experienced coach.

PowerPath Coaching

A powerful investment into your future leaders. One-on-one leadership coaching with the globally acclaimed Enneagram as the self-mastery tool.

Staff Training is an accredited IEQ9 Provider. Our Enneagram offerings include a SETA Accredited version of a leadership development workshop as well as an emotional intelligence and Enneagram combination. You can also explore our specialist hybrid offerings of workshops and coaching below.

[Enneagram Group Coaching Journey](#)[Enneagram: Insight to Action](#)