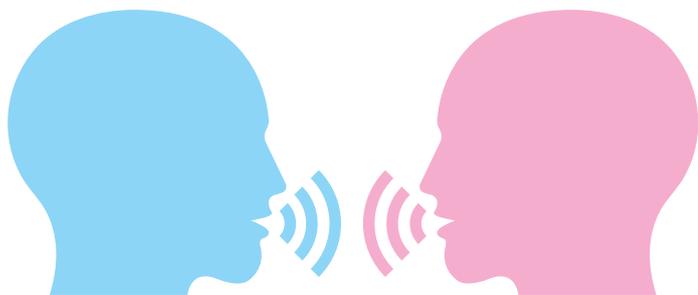


# Powerful conversations



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Twenty years of research involving more than 100,000 people reveals that **the** key skill of effective leaders, team-mates, parents and loved ones is the capacity to skilfully address emotionally and politically risky issues.

*Crucial Conversations, 2012*  
Patterson, Grenny, McMillan, Switzler

Conventional wisdom suggests that human beings first evolved around 6 million years ago. Language on the other hand has only developed in the last 100,000 years, so we spent the first 5.9 million years on the planet *not* talking to each other. The parts of our brains necessary for all other aspects of our individual and collective survival have had 60 times longer to develop than those required for speech – little wonder that we find it so difficult sometimes and that, even with practice, we can still get it so wrong!

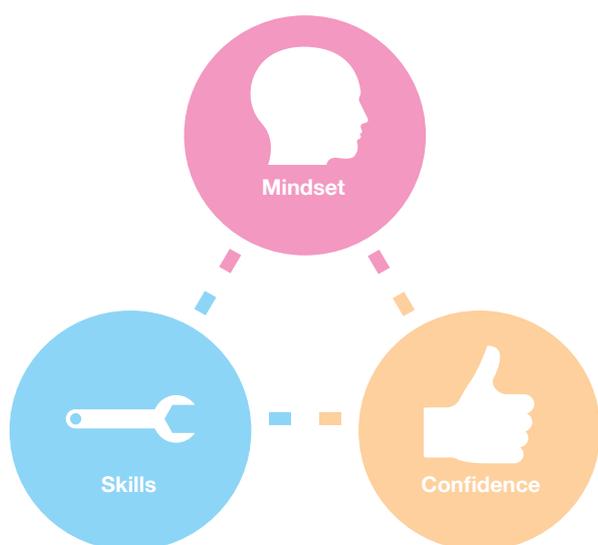
Conversation is the basic currency of human interaction and it lies at the heart of organisational success; now more than ever, we need to communicate effectively with each other. And yet at the very moment we need to be having better conversations, research shows we're actually getting worse. The erosion of trust, the rise of digital communication and constant, rapid change all contribute towards our reduced ability to really *connect* with each other and have meaningful conversations about the things that matter or make a difference.

the subject is sensitive or relationships feel at risk, all our training and skills disappear and we're left tongue-tied and floundering. Our evolutionary threat response is triggered and as a result we say the wrong thing or react in a way which derails the conversation, often with lasting consequences.

At the heart of our programmes is the concept of *psychological safety* – creating a positive mindset which allows people to effectively deploy the skills that lead to “powerful conversations”. By providing participants with an understanding of the human dynamics of conversation (what happens in the moment), as well as the skills associated with really good conversations, we ensure people have both the knowledge and the confidence to have better conversations in all areas of their life and work.

Good conversations lead to increased collaboration, trust, engagement, resilience and ultimately performance. The cost of poor conversations on the other hand is significant for both individuals and the organisations they serve.

At *DesigneD4Success*, we know that providing people with skills-based training alone is not enough. When emotions run high and it really matters, when



# Powerful programmes



*Relationships are important here, so we often hold back from saying what we really mean in case we upset or offend someone.*

## Powerful conversations

The need for impactful, open and adult conversations about critical issues has never been greater. This workshop uses specially trained actors to bring the dynamics of conversation to life for participants, providing a safe environment in which they can practice having their own Powerful Conversations.

### Participants will:

- Gain a deeper understanding of the dynamics of conversations
- Learn the five vital skills that contribute to powerful conversations
- Learn how to create psychological safety to enable better conversations
- Practice having their own powerful conversations in a safe environment



*We hold performance appraisals twice a year but it's a tick-box exercise and we rarely discuss anything that actually makes a difference.*

## Powerful performance conversations

As many organisations move away from formulaic, process-driven appraisals towards a more informal approach, there is an increasing need to improve the quality and impact of performance related conversations. This practical and interactive workshop provides participants with the skills and confidence to deliver insightful feedback on behaviour and performance.

### Participants will:

- Learn the five vital skills for successful performance conversations
- Learn how to give insightful feedback
- Learn how to create safety for impactful performance conversations



*I often walk out of a meeting believing we've all agreed to something, only to find out later that everyone else has a different view of what was decided.*

## Powerful meetings

Employees at all levels of organisations report an increasing amount of time spent in meetings, yet they also report that less than 50% of these meetings are truly productive. Whether you chair or participate in meetings, this workshop will help to ensure your meetings deliver the outcomes you need to make them a good use of your time.

### Participants will:

- Gain a deeper understanding of the factors contributing to powerful meetings
- Learn the principles required to chair and contribute to effective meetings
- Learn new tools and techniques to improve meeting effectiveness and outcomes
- Practice having their own powerful meeting in a safe environment



*We value knowledge and experience in our business. It's usually quicker just to tell people what to do and how to do it – that way we know it's done right.*

## Powerful coaching conversations

Research suggests that organisations with a culture based around a coaching style of leadership consistently perform better. People are more resilient and adaptable, and the organisation is more agile. Individual and collective accountability is greater, there are fewer errors and higher levels of innovation.

### Participants will:

- Consider the impact of their current dominant leadership style
- Learn how a “coaching style of leadership” can raise individual and collective performance
- Learn tools and techniques to help them use coaching more consistently and with greater impact
- Practice their own coaching conversations in a safe environment

*We can also create bespoke programmes to meet your specific requirements. Contact us today for more information:*

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