

Impactful Conversations

Conversations that lead to success

Communication is the foundation of success in both personal and professional settings. **Impactful conversations** are conversations that have a lasting effect on the people involved. They are characterized by understanding & ensuring psychological safety, active listening, and effective communication skills.

Our **Impactful Conversations** Training Program is designed to help individuals and teams develop the skills and strategies needed to have more **Impactful Conversations** in their personal and professional lives. This program is ideal for anyone who wants to build strong relationships, increase trust and respect, and foster a culture of open communication.

During this program, participants will learn:

- The principles of **Impactful Conversations**, including active listening, psychological safety, and effective communication skills.
- How to prepare for an impactful conversation, including identifying the purpose of the conversation, understanding the other person's perspective, and anticipating their responses.
- The steps involved in having an impactful conversation, including establishing rapport, active listening, using effective communication skills, and resolving conflicts.

Our experienced trainers will provide practical tips and strategies for having more impactful conversations in different situations, such as giving feedback, resolving conflicts, and building strong relationships. Participants will also have the opportunity to practice their skills in a safe and supportive environment and receive feedback from their peers and trainers.

Our **Impactful Conversations** Training Program is a highly interactive and engaging program that includes:

- Expert-led training sessions that cover the principles and skills needed to have impactful conversations.
- Interactive exercises and role-plays that allow participants to practice their skills and receive feedback.
- Small group discussions and peer feedback sessions that encourage collaboration and knowledge sharing.
- Action planning and follow-up support to ensure that participants can apply their new skills and strategies in their personal and professional lives.

At the end of the program, participants will:

- Understand the principles and skills needed to have impactful conversations.
- Be able to prepare for and have impactful conversations in different situations.
- Have practiced their skills in a safe and supportive environment.
- Have an action plan for applying their new skills and strategies in their personal and professional lives.

Our **Impactful Conversations** Training Program is available in both online and in-person formats and can be customized to meet the specific needs and goals of your organization.



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Program Overview

Module 1: Introduction to Impactful Conversations

- Overview of the importance of impactful conversations
- Understanding different communication styles and how to adapt to them
- Active listening skills and understanding the perspectives of others

Module 2: Navigating Difficult and Uncomfortable Conversations

- Techniques for handling difficult conversations and conflicts
- Providing and receiving constructive feedback
- Negotiating effectively

Module 3: Understanding Psychological Safety

- Understanding the importance of psychological safety in conversations and conflicts
- 4 stages of psychological safety
- Techniques for creating and maintaining a culture of psychological safety within the organization

Module 4: Building Rapport, Collaborate & Influence Others

- Discuss different communication styles and how to adapt to different styles to improve communication
- Working effectively with different styles
- Examples and exercises for participants to practice adapting to different communication styles

Module 5: Art of Giving & Receiving Feedback

- Discuss different models for giving and receiving feedback
- Giving feedback using SBI model
- Receiving feedback using LAST model

Module 6: Review

- Team activity to review the learned concepts
- Case scenario-based discussion activities
- Action planning and wrap-up

Learning Formats



Duration

- Two-day (12 hours) or one-day (7 hours) of classroom learning
- Four 3 hours virtual instructor led sessions

Materials

- Learner Guide
- Course completion certificate
- Six-week ongoing learning experience

Contact us today to learn more about how we can help you and your team develop the skills and strategies needed to have more **Impactful Conversations**.

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