

# Critical Conversations

[Course Code](#)

SSBS150

[Duration](#)

1 Day

[Format](#)

Classroom | Virtual

## Overview

Critical conversations are crucial to long term organisational success, regardless of sector. Whether its to tackle poor performance, manage sickness absence, deal with inappropriate behaviour, or manage change the ability to lead that conversation, with confidence and respect is crucial. Attendees will examine the elements of a critical conversation and explore how their reactions can impact positively or negatively on the conversation. For maximum impact once attendees have been taken through a 7 step process to having effective critical conversations they will role-play critical conversations and receive feedback from the trainer.

## Objectives

On completion of this course attendees will be equipped with the tools necessary to effectively manage critical conversation.

## Content

- What is a critical conversation?
- Why are critical conversations important?
- The 3 elements of a critical conversation
- Understanding your response and when emotional hijacking occurs
- Recognising your default mode under stress and your preferred conflict style
- Examining your beliefs and self-fulfilling tendencies
- 7 step critical conversation model
- Role play: Preparing for and practicing different types of critical conversations

## Who Should Attend

This course is designed for anyone who wants to be better prepared to manage critical conversations that can have a significant impact on relationships at work.

## Prerequisites

There are no prerequisites for this course.