



Critical Conversations for Mastering Discourse

Understanding Vital Exchanges for Success

► Upcoming Sessions

05-09 Aug 2024	Dubai - UAE	\$5,950
09-13 Dec 2024	London - UK	\$5,950
28 Apr-02 May 2025	Dubai - UAE	\$5,950
04-08 Aug 2025	Dubai - UAE	\$5,950
08-12 Dec 2025	London - UK	\$5,950

► Training Details

TRAINING COURSE OVERVIEW

The Anderson course focuses on Critical Conversations for Mastering Discourse, equipping participants with powerful skills to engage in conversations swiftly, precisely, and effectively, especially when they are most crucial. Individual and organizational success hinges significantly on our ability to communicate precisely and effectively in critical moments. Participants will acquire dialogue skills used by top performers, enabling them to navigate discussions with anyone on any topic to achieve alignment and agreement on important issues.

Drawing on decades of social science research, this course introduces and enhances the essentials of leading and navigating impactful discourse. Critical Conversations for Mastering Discourse delves deep into mastering complex conversations both professionally and personally. These skills evolve into core behaviors that enhance decision-making, commitment to results, productivity, growth, and fostering effective relationships. Consistent application of these behaviors cultivates high-performance cultures built on trust and mutual respect within organizations, teams, and individuals.

This training course will feature:

- Persuasive speaking techniques
- Ability to turn disagreement into mutually beneficial discussions
- Definitive skills that will enable conflict that can change into collaboration
- Emotional Intelligence skills
- Communication profiling for better understanding
- Challenge comfort zones with innovation and ideation
- Effective decision-making techniques for proven results

TRAINING COURSE OBJECTIVES

By the end of this training course, participants will be able to:

- Make even the riskiest topics safe for discussion by creating psychological safety
- Speak persuasively when the stakes are high, and opinions vary
- Learn how to turn disagreement into dialogue and conflict into collaboration

- ▶ Be Agile and adaptable in the face of stress and uncertainty
- ▶ Facilitate Effective Decision-making fueled by facts rather than ego and politics
- ▶ Empower engagement and teamwork where roles are vital, and contributions are critical

DESIGNED FOR

This Anderson training course is suitable to a wide range of professionals but will greatly benefit the following professionals:

- ▶ Senior Executives
- ▶ Business Leaders
- ▶ Senior Managers
- ▶ Directors
- ▶ Senior Leadership

LEARNING METHODS

This Anderson training course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes proven research interwoven with particular case studies, practical role plays and simulations.

▶ Training Details

Day One: Setting the Critical Fundamentals

- ▶ Effective Communication Skills are valuable for Organizational Success
- ▶ Communicating to Manage Self, Others, and the Business
- ▶ The 8 Skills sets to Mastering Effective Dialogue
- ▶ *Skill 1 - The Value of Critical Conversations*
- ▶ Getting unstuck with perceptions and assumptions
- ▶ Identify problems contributing to poor results and broken relationships

Day Two: Developing Self and Others

- ▶ *Skill 2 - Master the Art of Story telling*
- ▶ The Ideas and The Skills that need to be developed
- ▶ Keep composure when feeling annoyed, defensive, or intimidated.
- ▶ Identify the difference between victim, villain, and insecurity used to justify behavior.
- ▶ *Skill 3: The End in Mind - Start with Heart and Empathy*
- ▶ Emotional Intelligence and the Emotional Bank Account
- ▶ Consider the others' perspectives and assume they have good intentions

Day Three: Managing Others for Results

- ▶ *Skill 4: State My Interests*
- ▶ Speak honestly and respectfully to earn trust
- ▶ Learning to see within and look ahead together
- ▶ Seeking Mutual grounds for Mutual Win-Win
- ▶ Exploring Self and Others' Pathways
- ▶ *Skill 5: The Safe Zone - The intention of making it safe*
- ▶ Conflict and crisis are teachers
- ▶ Recognize cross-purpose and take steps to rebuild safety and return to dialogue

Day Four: Managing the Business with Advanced Reasoning

- ▶ *Skill 6 - The Warning Signs*
- ▶ Spot the warning signs that indicate safety and dialogue are at risk
- ▶ Common derailers that can be enablers and catalysts for greater resolve
- ▶ *Skill 7: Seeking Mutual Win Wins*
- ▶ Seek a purpose that both parties are committed to
- ▶ Find mutual ground through discovery of interest via collaboration
- ▶ Effective negotiation process and strategies

Day Five: Shift to Action for Sustainability

- ▶ *Skill 8 - Explore Other's Pathways*
- ▶ Bring people back into dialogue when there is a shut down or negative reactions
- ▶ Bringing all 8 Skills Sets together
- ▶ Shift to Action for results
- ▶ Turn each Crucial Conversation into a course of action that leads to results.
- ▶ Move to Action Planning with Sustainability
- ▶ What's next? The Journey of Practice and Purpose must continue with greater resolve

▶ The Certificate

Anderson Certificate of Completion will be provided to delegates who attend and complete the course

▶ INFO & IN-HOUSE SOLUTION

For more information about this course, call or email us at:

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Request for a Tailor-made training and educational experience for your organization now:

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