

## COURSE OVERVIEW

# Critical Discussions

## OVERVIEW

Although good communication is always an important element in business, there are some critical discussions that can have a great impact and lasting effects. Most people are not well prepared for these discussions, and this puts them at a distinct disadvantage. An important element of preparing for a critical discussion is understanding how we shape our perspectives and how this affects judgment and behaviors. This highly interactive and dynamic course not only provides you with the tools you need to improve your skills and outcomes in handling critical discussions; it will give you tremendous insight into how we think in critical situations.

## LEARNING OBJECTIVES

- Discuss the concepts of perception, inner and outer life and mindfulness
- Explain self-awareness and self-regulation and balanced leadership
- Describe what a critical discussion is and how it differs from other business discussions
- Use greater emotional intelligence and a constructive mindset
- Discuss effective strategies and skills to handle planned and unplanned critical discussions
- Recognize how to apply critical discussion skills for improved critical discussion outcomes

## COURSE HIGHLIGHTS

### Ensure sound thinking and reactions when conducting critical discussions

- Axioms of humans—primary and secondary dimensions that make up who we are
- Uncover the factors that have shaped your perspective
- Develop personal mindfulness
- Change internal dialogue
- Replacing patterns of distorted thinking with “reality thinking”
- Common thinking errors
- Keeping your reactions in check

### Understand critical discussions

- What are critical discussions and when do they occur?
- Why critical discussions are important and why they often do not go well
- The key to success—4 abilities required for a successful discussion

### Maintain a constructive and confident mindset

- Why are the most important discussions in life the ones we are most likely to handle badly?
- Important social competencies
- Behavior guidelines that speak and spell success
- Managing your emotional response
- Know what you want and need and focus on what you can control

- Deal effectively with your own emotions when they are strong
- Focus on what you can control
- The Critical Discussion Framework
- 4 steps to effective active listening

### Create a shared understanding and help your discussion partner feel safe and willing to talk

- Create the right discussion environment
- Choosing words and tone well
- Help discussion partners feel free from threat
- Eliminate the argument culture
- Appropriate responses when your discussion partner responds poorly
- Use effective influencing and persuasion skills in critical discussions
- Be FAIR—the 4 steps to effectively influencing and persuading others
- Dealing with the toughest cases
- Developing a long-term strategy

## TRAINING DELIVERY

- Pre-training: Tailoring and customization of content
- Delivery of training using presentation, small group exercises, case studies, role-plays, games, etc.
- Post-training: Follow-up within 30 days to review information, provide coaching, set goals, etc. (optional)