

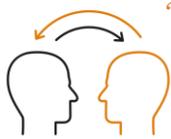


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ASSOCIATES

ESSENTIAL CONVERSATIONS

TEAM & LEADERSHIP DEVELOPMENT IMPACT SERIES™

DEFINITION AND OVERVIEW



*"The tougher the message, the more resolute
and yet more human the leader must be."*

- John Baldoni

The Essential Conversations Workshop helps leaders:

- Increase self-awareness of communication preferences and adapt behaviors or messages to more effectively communicate
- Proactively prevent or address common types of destructive or recurring conversations
- Change or influence the behaviors or actions of others through purposeful, intentional communication

WORKSHOP COMPONENTS

This highly interactive program can be offered as a module within a program or as a standalone workshop. We recommend a full-day workshop for the greatest impact; however, we can modify the content to fit within any time frame. Potential components include:

- Listening
- Advocacy and Inquiry
- Feedback and Performance
- Trust and Integrity
- Vulnerability and Self-disclosure
- Virtual Team Communication
- Email Traps
- Conflict Management
- Decoding Silence during Conversations
- Self-assessments such as the Style Under Stress Assessment®, Defensiveness Index, Everything DiSC Workplace®, and Thomas-Kilmann Indicator® (TKI)

BUSINESS DRIVERS

Research shows that companies with employees who are skilled at having essential conversations respond five times faster to financial downturns in the organization – and make budget adjustments far more intelligently than less-skilled peers.

Additionally, they save over \$1,500 and an eight-hour workday for every essential conversation they hold rather than avoid.

And skilled conversationalists substantially increase trust while reducing transaction costs in virtual work teams.

COMPETENCIES

Leaders who are competent in this area are able to:

- Ask the opinions of others before expressing their own concerns.
- Use conversation as a way to engage and retain employees.
- Speak with calmness and decorum even when frustrated or angry.
- Support colleagues who are willing to take a stand on an issue – regardless of the outcome.
- Confront others in an open and authentic manner about problems or disagreements.
- Create a feedback-rich culture where all team members understand how their performance contributes to the team's success.