

# POWERFUL CONVERSATIONS

*Developing the skills to improve the quality of conversations and relationships in the workplace*



## OVERVIEW

Conversations are at the heart of how effectively organisations perform. This is because people predominantly apply their technical expertise and implement strategy through their interactions with others. The quality of workplace conversations has a major bearing on what is done and not done, how well things get done, creativity and innovation. Individual and team effectiveness, as well as job satisfaction, are influenced by the quality of workplace relationships and conversations. An important question to address is: “Do the conversations in your organisation produce value or do they produce waste?”

## BENEFITS OF THE PROGRAM – it will:

- Improve personal work effectiveness and the ability to influence
- Build a culture of collaboration and commitment
- Develop greater accountability and responsibility in the organisation
- Build emotional resilience and intelligence to have difficult or missing conversations
- Increase flexibility to deal with conflict, change, and growth
- Significantly improve working relationships

## WHO WILL BENEFIT FROM THE PROGRAM

As conversations can be regarded as a core business process, this program is applicable for people at all levels in the organisation – most specifically:

- Leaders and managers
- Team members
- Individuals in coordinating roles

## LEARNING OUTCOMES

On completion of the program, participants will be able to:

- Understand the conversational nature of organisational work and business success
- Apply a different and practically powerful approach to listening
- Gain a new practical appreciation of the power of language to get things done
- Recognise and work with the moods that affect conversations
- Utilise different types of conversations to build effective working relationships
- Work constructively with, and optimise, differences
- Be more effective in making and managing commitments

## PROGRAM STRUCTURE

A customised program is designed to best meet the needs of your organisation.

We recommend an introductory two hour session, followed by a two-day workshop, with a follow-up one day session approximately one month after the workshop. Coaching sessions for participants are also highly beneficial to fine-tune the application of the principles and skills for specific circumstances.

## OUR APPROACH

Significant participant involvement is a hallmark of the Newfield approach. In addition to the introduction of powerful practical concepts, we ensure extensive use of practice involving real issues and self-reflection to ensure participants are readily able to apply workshop learning in workplace settings.