

CONVERSATIONAL AGILITY

USING HEALTHY CONFLICT TO MAXIMIZE TEAM PERFORMANCE



THE PROGRAM

The way we respond to conflict determines our ability to contribute in a meaningful way and make high-stakes decisions collaboratively. When triggered, we lose the capacity to listen and learn from our colleagues and team, missing out on the benefits of diverse thinking and valuable insights that lead to optimal innovation and performance.

This three-session virtual program is designed to help individuals and teams appreciate and leverage different viewpoints to improve work outcomes.

WHAT IS INCLUDED

- 6.5 hours of group training
- 2 assessment instruments: The ECHO Listening Profile and The CONFLICT DYNAMICS PROFILE® (CDP)
- 2 hours of individual coaching per participant

PARTICIPANT REQUIREMENTS

- Willingness to be vulnerable and open to learning
- Strong desire to gain greater self-awareness and apply that learning to real-world interactions

COURSE OUTLINE

SESSION ONE: 2.5 HOURS - WORKPLACE LISTENING

By gaining awareness of our own unique listening habits, we can learn to leverage listening to influence the framework of conversation that drives high value communication. Participants will complete the ECHO Listening Profile prior to session one. Results will be used as a foundational component of learning and development to throw light upon how each individual's listening habits might contribute to the outcomes of collaborative conversations and far-reaching decisions.

Participants will learn to:

- Excel in high stakes work scenarios that require clear communication
- Gain insights into their own unique listening habits that impact the quality of workplace conversations
- Identify listening habits of peers so that they can communicate and collaborate more effectively
- Grasp the importance of diverse thinking and master the skill of building, leading, and communicating effectively across cognitively diverse teams and with varied clients and stakeholders

SESSION TWO: 2.5 HOURS - CONFLICT DYNAMICS

Teams that openly disagree, discuss different viewpoints, and listen to learn versus defend, thrive and succeed in high-stakes conversations requiring innovation and collaboration. When teams can't manage conflict effectively, valuable resources are wasted costing the company time, money and stress. Participants will complete the Conflict Dynamics Profile prior to session two. The results will be used to consider how each individual's behavioral responses to conflict contribute to the overall team dynamic, collaborative decision-making and work outcomes.

Participants will learn:

- The typical constructive and destructive behavioral responses to conflict
- Insights into their individual hot buttons that lead to conflict
- Leverage positive, healthy conflict to improve team performance and produce better outcomes
- The framework for self-mediation and successful conflict conversations

SESSION THREE: 1.5 HOURS - PUTTING IT ALL TOGETHER

This final session is a group dialogue and debrief to share insights and experiences and learn from one another's challenges and successes.

COACHING: 2 HOURS TBD

Individual coaching sessions will be scheduled following session one and session two.

