

# Lead high-stakeholder discussions

## Description

Studies suggest that an organisation's performance hang on how individuals deal with crucial conversations. Close to 80% of the projects that require cross-functional cooperation cost more than expected, produce less than hoped for and run over budget – companies with employees skilled at difficult conversations, substantially increase trust and reduce costs – the key to real change lies not in implementing a new process but in getting people to use the right skills.

This two-day training is a tool for handling conversations when stakes are high, opinions vary and emotions run strong.

## Course Content

- **Dialogue**
  - To get all relevant information from yourself and others and make it safe for everyone to open up
- **Focus on what you really want**
  - Get yourself right – work on yourself
  - Choose the right approach
- **Know what to observe**
  - Watch the content along with the conditions
  - Notice when the conversation starts turning unhealthy
  - Catch the problem before it becomes too severe
  - Make it safe to talk
  - Create the conditions of safety: mutual purpose and mutual respect
- **Take charge of your emotions to stay in dialogue**
  - Retrace your path
  - Identify the emotions behind your conclusion
- **Speak persuasively not abrasively**
  - Share the facts
  - Explain your conclusion
  - Ask others to share both their facts and conclusion
- **Explore others' path**
  - Be ready to listen - be sincere, curious and patient
  - Use inquiry skills to explore others perspectives
- **Turn the conversation into action and results**
  - Agree on what you are going to do
  - Make it clear on how decision will be made
  - Make assignments - Set deadlines - Follow-up

## Lab / Exercises

- Active and experiential learning methods with role plays and practical exercises to contextualise learning and make it relevant to their job
- Combination of group work and individual reflexion to raise self-awareness
- Models and techniques to help people get the most of this learning experience
- Personalised feedback

## Documentation

- Digital courseware included

### **Participant profiles**

- Managers in needs to deal with crucial conversation
- Project managers

### **Prerequisites**

- No prerequisites

### **Objectives**

- Talk openly about high stakes topics
- Skilfully address emotionally and politically risky issues
- Acquire high-leverage skills to dialogue,
- Express delicate feedback and at the same time building on relationships
- Stay focus when facing different opinions and strong emotions
- Take charge of your emotions to stay in dialogue
- Be able to share your view even when ideas are controversial and unpopular

### **Niveau**

Fondamental

### **Classroom Registration Price (CHF)**

1300

### **Virtual Classroom Registration Price (CHF)**

1300

### **Duration (in Days)**

2

### **Reference**

TEAM-DIS