

The Power of Clear Conversations

Tick off any statements that apply to you or your organization

I need to:

1. Have clear, focused conversations that inspire action and produce results
2. Improve our employee engagement and performance
3. Know how to influence and engage key stakeholders with new ideas and proposals
4. Communicate more effectively during change and transition
5. Learn how to stay in tough conversations with managers, colleagues and clients
6. Learn how to ask appropriate questions to get the information I need
7. Express my opinions and feelings with integrity
8. Learn how to communicate unpleasant news in a professional manner
9. Manage power differentials, especially with people in senior positions
10. Recognize and manage political posturing and power games with integrity
11. Recognize my own and others' communication styles and how to respond appropriately
12. Anticipate and deal with communication misunderstandings more effectively
13. Communicate clearly, without violating my own rights or the rights of others
14. Learn how to suspend judgment and to listen for the real meaning in the message
15. Use empathy (as opposed to sympathy) effectively in a business environment
16. Give and receive objective feedback with care and candour
17. Learn how to confront, so that I am hard on the problem but soft on the person
18. Know how to be assertive, rather than aggressive
19. Manage my own emotions and increase my confidence during difficult conversations
20. Speak out for what is right, not who is right