

Conducting High Quality Conversations

Having a genuine interest in another person's interests and needs and being able to establish trust is what makes the difference between a routine conversation and a quality conversation. We all want to have quality conversations like this but it's not always as easy as it sounds. Sometimes, our emotions can get in the way.

Having a quality conversation is about having the strength and confidence to deal with a problematic situation. It requires perseverance, tenacity and a demonstration of integrity and respect for everyone involved but helps deliver the results that we were hoping for.

Description

Every one of us will have experienced workplace conversations where we've felt anxious about how the subject matter would be received or were worried about how to get our message across. Emotions may take over the conversation. We might give in, rather than fight our corner. Disliking the objective of the conversation, we may even completely avoid the very issue we're meant to be discussing.

The course explores the emotional triggers that can derail a conversation. It considers what can happen when we let our emotional brain take charge of a conversation and how this risks introducing feelings of anxiety, negativity or discomfort. It also explores what happens when we're more aware of the conversational impact of our own behaviour and can allow the rational side of our brain to take charge. This helps us to communicate with respect, listen more actively and to recognise the impact our words may have on another person's feelings.

What does it involve?

This course features online learning and a 3 hour workshop in which you'll learn about the fundamental pre-requisites for having a quality conversation, including being able to manage your own emotions and those of the person you're talking to.

You'll explore the principles behind creating a psychologically safe space where people can speak freely, be heard and feel included. By way of contrast, there's also an opportunity to think about what makes for a low quality conversation.

You'll then be introduced to a framework for conducting quality conversations. You'll learn to think about framing the conversation differently; to always use clear and simple language; to really listen to the other person's point of view; and to remain focused on the issue, not the person. This is accompanied by a practical session in which you'll be able to practise having a challenging conversation. Afterwards, you'll be encouraged to think about what you might begin to do differently when having such conversations back in the workplace.

What's the outcome?

After completing this course, you'll be able to identify the emotional triggers that can make some conversations difficult. Equipped with a simple framework for planning and conducting quality conversations, you'll also have developed techniques for managing your own emotions and initiating a productive dialogue. Comfortable with adapting your communication style to suit different situations and audiences, you'll be able to improve the quality of conversations you have at work.

Learning activities



Online
resources



Self
assessment



Workshop

Delivery method:

F2F

VLE

Estimated learning time:

4 hours 20 mins

How to book

learn.civilservice.gov.uk

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