

1-Day Workplace Dynamics Course

This 1-day training course is designed to enable participants to understand situation for difficult conversations in their work environment and how to deal better with them in preparation and during the actual conversation. Causes of conflict will be looked into and the role of culture, perceptions, and biases in conflict will be explained. Understanding the iceberg principle and the theory of human needs together with a very structured approach to preparation will help to feel more confident in any (difficult) conversation situation. The course offers time for practicing difficult conversations, looking at the concepts of the learning conversation, the role of emotions, and the principles of non-violent communication, which participants can practice together with established communication principles such as active listening – all in a very safe learning environment. This program is ideal for senior management and anyone interested in improving and practicing conversation skills in difficult situations and anyone who wants to become more self-aware of their own and others' biases and the impact of psychological safety on their companies' bottom line.

Day Program

Difficult Conversations – Basics

- Definition & Benefits of Difficult Conversations
- How do difficult conversation come about
- Exercise 1: Groupwork based on client context

How to prepare for difficult conversations

- Theory of Human Needs
- Iceberg principle
- Structured approach (Process)
- The 3 Ps
- Exercise 2: Groupwork preparation / checklist

How to hold difficult conversations

- The Learning Conversation
- The 3 Conversations
- Role of Emotions
- Active Listening
- Non-violent Communication
- Exercise 3: Practice session

Biases

- Perceptions & Perspectives
- Unconscious Biases
- Biases (SEEDS Model)
- Exercise 4: World Café SEEDS Model

Psychological Safety

- Theory / Background
 - 4 Levels of Psychological Safety
 - Corporate culture
 - My impact on Psychological Safety in my team (manager and member)
 - Behavioural impact and changes (e.g. checklists)
 - Exercise 5: Moments that matter
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