

Character-Wise Conversations

Duration

1 day.

Objective(s)

Energize your working relationships by facilitating **effective conversations** and leading effective meetings. Improve team morale and work productivity by overcoming the basic cause of misunderstanding and miscommunication – *the inability to master difficult conversations*. Follow the three wisdom paths of a stable heart in creating a high team performance culture.

1. Control My Tongue (Apply the Principle of *Discernment*)
 - Looking out for key words.
 - Identifying personal feelings and motivation.
 - Apologizing sincerely to create trust.
2. Control My Prejudice (Apply the Principle of *Perspective*)
 - Practicing team parallel thinking.
 - Turning statements into questions.
 - Clarifying standards based on character.
3. Control My Reaction (Apply the Principle of *Respect*)
 - Avoiding blame-laden words.
 - Contributing with positive energy.
 - Focusing on needs instead of fear.

Who should attend

Managers, Team Leaders, Project Managers, Executives, Department Heads, Management Trainees.

Course description

Character-Wise Conversations training provides an in-depth approach to improving team morale and work productivity by overcoming the basic cause of misunderstanding and miscommunication – the inability to master difficult conversations. Training in *conversations* is much needed in today's organization where policy and system changes alone cannot produce sustainable results. What is needed is not more communications but more conversations. Following is the T-A-L-K structure for a character-wise conversation:

- **TTEAM CONVERSATIONS**
The perspective from others increases innovation and prevents blindspot mistakes.
- **AACCOUNTABILITY CONVERSATIONS**
The need to appeal to conscience by applying universal character standards.
- **LLEARNING CONVERSATIONS**
The most effective learning takes place one conversation at a time where there is trust, safety and honesty.
- **KKINDLING CONVERSATIONS**
The best type of conversations are those that generate light – though uncomfortable, it reveals who I am and more importantly, who I can be.

Course outline

Module	Learning Objectives
Conversations and Stress	<ul style="list-style-type: none"> Identify the stress of a non-conversational culture. Contrast the difference between communication and conversation. Understand the philosophy of “<i>Fast is slow, Slow is fast</i>”.
The Heart of a Character-Wise Conversation	<ul style="list-style-type: none"> Identify the center of stability for consistency. Distinguish the interaction of mind, will and emotions. Gain <i>discernment</i> by controlling your tongue. Gain <i>perspective</i> by controlling your prejudice. Gain <i>respect</i> by controlling your reaction.
Gain Perspective : <i>Practice the Power of Thinking in Parallel</i>	<ul style="list-style-type: none"> Expose the fallacy of adversarial thinking. Recognize the contributive power of conversations. Expand the benefits of parallel thinking. Identify the main line of conversational thoughts. Application: Team Conversations.
Gain Discernment : <i>Practice the Authenticity of Personal Connections</i>	<ul style="list-style-type: none"> Sensitizing oneself to look out for key words. Practice the steps of sincere apologies. Increase individual loyalty through the skill of conversational “peeling”. Application: Accountability Conversations.
Gain Respect : <i>Practice the Energy of Positive Contribution</i>	<ul style="list-style-type: none"> Recognize the conversational impact of demonstrating right respect. Reject the short-term gains of playing the blame-game. Focus on right conversational energy by focusing on the power of right words. Choose to develop character in spite of personality limitations. Application: Learning, Kindling Conversations.

For more information: <http://www.goodmonday.com/conversations>