

Committed CONVERSATIONS

Course information



The Committed Conversations framework provides you with a shared language and a safe container for having effective, (and sometimes difficult), conversations. Effective communication is how you deliver value for your organisation.

10 reasons to attend

1. Understand how to build the safe container you need for effective communication
2. Learn various types of leadership conversations and when to have them
3. Adopt approaches that lead to better buy-in
4. Create conditions for innovation and creativity
5. Communicate clearly and deliberately
6. Learn the elements required to make things happen
7. Learn how to give feedback that lands
8. Enter into debate with less fear of breaking relationships
9. Learn how to re-engage when a relationship is broken
10. Identify and plan your high value conversations

What's involved

7 online classes

90-minutes each class

There are 3 ways you can engage in the course:

1. Join an open program with people from other organisations.
2. Learn together as a team development exercise.
3. Offer a course or courses within and across your organisation.

Dates & times

Email me to discuss.

Week 1

The Committed Conversations framework

In this first week we discuss the conditions required for Committed Conversations. We explore why psychological safety matters and the truth about trust. We consider the role of relationship dynamics and the leader's responsibility within it. The 8 types of Committed Conversations are introduced, and how they work together.

Week 2

Meaning & Purpose

Establishing why it matters

- Understanding your why, their why, and the organisations why
- Connecting to your purpose, and helping others to connect to theirs

Week 3

Dialogue & Buy-in

Generating ideas and new thinking

- Understanding the conditions required for creativity and innovation
- Facilitating open dialogue

Enrolling contribution

- Understanding success factors in motivating others towards a future possibility
- Speaking to others in a language that will gain their buy-in

Week 4 **Action & Framing**

Forming agreements

- Understanding agreements that translate to action
- Exchanges that make things happen

Clarifying intent

- Understanding what guides and ensures effective communication
- Landing your intended communication

Week 5 **Feedback & ZOUD**

Delivering feedback that lands

- How to be kindly honest and why it really matters
- Safely delivering feedback the other person is able to hear

Entering the Zone of Uncomfortable Debate

- Understanding the boundaries and agreements required for uncomfortable conversations
- Dealing with the elephant in the room productively, and in a way that protects relationships

Week 6 **Repair & Rackets**

Getting back to trust

- Understanding how to rebuild a broken relationship, and finding reasons to want to
- Getting back on track with relationships that have to be healthy for progress sake

Vulnerability is courage

- Truth telling and owning it
- Focusing on what works

Week 7 **Making a plan**

- Identifying high-value conversations
- Making a plan for Committed Conversations in your workplace

What are Committed Conversations?

Committed Conversations are conversations that deliver value for an organisation. It is communication where there is a commitment to each other's success, and the success of your organisation. They are high value exchanges that make agreed outcomes happen.

If you are a leader and/or a manager, your reality is that you get results through communication. Be it emails, phone calls, texts or meetings. The Committed Conversations framework builds your capacity for making a successful impact via effective communication.

The Committed Conversations framework includes a variety of different leadership conversations that are held together in a container called trust, relationship and responsibility.

It is easy to jump abruptly into transactional exchanges before establishing the trust, and relationship currency you will require for uncomfortable scenarios and sustained performance.

Then, your communication can miss because you are unprepared, unstructured, or have already taken a position on the situation. Understanding good communication is primarily about understanding what gets in the way of it.

Additionally, there can be a missing ingredient not addressed by many executive development programs. It's the confidence to step into deliberate, and sometimes tough conversations. Speaking about the elephant in the room can be risky and threatening.

The Committed Conversations framework focuses on helping you:

- Understand how to build the safe container you need for effective communication
- Learn the mechanics of 8 types of leadership conversations
- Develop your capacity and confidence to have Committed Conversations

For further information please email me.

E: matt@mattlock.co