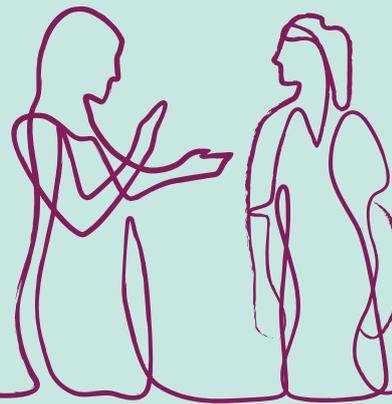


Jacqui Perkins.

With you all the way

Start a Conversation that Matters

*How to ensure actionable outcomes
AND good working relationships*



Why would anyone want to 'start a conversation that really matters?'



A conversation that potentially could be seen as a threat to the individual, in a way that will create an outcome that looks like 'Silence' or 'violence' (in other words disengagement or outright confrontation).

Our emotions influence our decisions, which influence our behaviors/ actions which obviously impacts our outcomes.

In this program I will help you and your team to:

- Develop self awareness so that you can ask is my emotional state healthy, helpful and productive for what I need to do now?
- Learn to identify the stories you are telling yourself about
 - Yourself,
 - The other party,
 - The situationand ask if they are facts or stories?
- Position the conversation so that the other party immediately receives the information as 'helpful' rather than 'harmful'
- To identify your team's personal needs and communication style so that you can start a conversation that matters, in a way that reduces the threat response and gets the team member to engage their rational brain with a more collaborative discussion. Silence will look like disengagement, absenteeism, lack of contribution or engagement. Violence will look like confrontation, arguments and challenging everything you say.
- Learn to create the non-verbals that deliver the message you want to send and are congruent with your verbal message
- Learn to ask the right questions and the tough questions to really unpack what is going on in their world
- Apply strategies of empathy to create common understanding and a commitment to work together to address a situation or their behavior and get a commitment to action
- Facilitate an action plan from the other party so that they take ownership
- Learn to talk about natural and formal consequences in such a way that the team member identifies the choices that he/ she are making that are not working for him or her
- Learn to check for understanding so that you can identify the difference between commitment and compliance
- Build your confidence by addressing your internal dialogue about your self and create the physiology that empowers you

The 'Start a Conversation That Matters Program' contains valuable, actionable learning that can be delivered to suit your requirements including coaching, consulting, facilitating and speaking.

Book a Consultation with Jacqui now to discuss your business needs

