An in-house one-day workshop for managers in organisations that want to promote and develop conversation skills based on the newly-released book by co-authors Tim Baker and Aubrey Warren.

**Workshop Aims**

- To develop confidence and skill in conversational leadership.
- To appreciate the power and capacity of developmental and performance conversations.
- To remove or manage the organisational barriers to productive conversations.

**Workshop Format**

**Session 1**

- Conversational leadership – establishing the right psychological contract
  Activity: assess your organisation/team; its psychological contract and context
- Addressing the nine barriers to communication
  Activity: assess your organisation/team barriers and strategies to change or manage

**Session 2**

- Understanding and managing conversational styles
  Activity: Identify communication and conflict styles – strengths and limitations
- Showing the “face” of communication with skill
  Activity: Self-assessment questionnaires and reflection on strengths and opportunities for growth
- “Showing up, listening up, speaking up, and lifting up” Activity:
  Conversation practice in small groups

**Session 3**

- Applying the Five Conversations Framework (Climate Review conversation, Strengths and Talents conversation, Opportunities for Growth conversation, Learning and Development conversation, and Innovation and Continuous Improvement conversation)
  Activity: 2-minute practice sessions
- Five more everyday conversations (Mentoring, Delegating, Visioning, Encouraging, and Problem Solving and Making Decisions)
  Activity: Identify potential high-value conversations and their context in the participants’ workplace

**Session 4**

- Action planning (workplace project style – including 4 x weekly email follow ups to support accountability)
  Activity: managing your conversational style – where, when and how
- Activity: Implementing specific conversations
- Activity: identifying supportive partners
- Summary and takeaways
Participant materials

- Conversations at Work book as a reference and support guide
- Participant workbook

Bios

Dr Tim Baker is an international consultant and Director of WINNERS-at-WORK Pty Ltd. WINNERS-at-WORK is a consultancy that specialises in leadership development, change management and assisting managers to develop productive workplace cultures. In 2013, Tim was voted one of the 50 Most Talented Global Training & Development Leaders by the World HRD Congress. He has conducted over 2,430 seminars, workshops and keynote addresses to over 45,000 people in 11 countries across 21 industry groups.

Fees and Availability

Dr Tim Baker is available for bookings for in-house one-day programs and conference presentations across Australia and internationally.

Contact

Call Tim Baker on 0413 636 832 tim@winnersatwork.com.au for bookings and additional information.