

Courageous Conversations Masterclass

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LEAD BRAVELY.

A step-by-step practical roadmap to equip employees, managers and organisational leaders with the competence and confidence to master the tough conversations that matter most!



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Modules

Too often, people hold off having the tough conversations they need to have that create momentum and initiate change in a workplace. Too awkward. Too risky. Too hard. Yet it's the conversations that don't occur that can exact the steepest toll on individual engagement, team productivity and organisational performance.

Based on emotional intelligence, mindful leadership and tested communication techniques this powerful program will teach the people in your organisation how to engage in critical conversations in ways that build trust, raise engagement, grow collaboration and address unspoken concerns for better outcomes.

These are simple yet profound techniques that work for everyone – from the most shy and timid voices, right through to those who speak their truth with brutal honesty.

1. Crucial conversations start with a little bit of courage

Identify the conversations that give you the most trouble and understand where you're playing it too safe.

2. The stories holding you back from getting what you really want

Identify the hidden internal stories that shape your conversations and limit your success and happiness.

3. How to manage your emotions so they don't manage you

Learn how to master your emotions so you can communicate clearly, calmly and bravely (no matter what!).

4. Become a master listener to hear the unspoken concerns that matter most

Listening is an integral part of communication and being able to influence change.

5. How to rise above your fear of confrontation

Utilise a clever 3-step process that will give you the courage to say what's on your mind.

6. The key to giving negative feedback with grace

Learn how to give negative feedback in a way that leaves both parties feeling empowered and respected.

7. Managing promises, priorities & expectations

Save yourself time and frustration each day by learning to live your life and not the life of others.

8. How to disagree agreeably & say no without guilt

Become more assertive, say no with ease and without fear of being labelled the B-word.

9. Hold people accountable & get the most out of them.

Learn the vital steps to holding others accountable and teach them how to treat you.

10. Using progress not perfection to expand your possibilities

Learn to move from fear to fearless whenever you need it.