



# CONVERSATIONS THAT AREN'T BEING HAD

Having Healthier Workplace Conversations

**THIS INTERACTIVE HALF-DAY WORKSHOP** tackles the single biggest factor in team collaboration and effectiveness: The healthy conversations we need to have, but don't.

## Basic Flow Of Workshop:

- **Introduction**
- **Opening Exercise:** Personal experiences with holding challenging conversations that changed things for the better.
- **What makes not having conversations so stressful?** A closer look at the stories we have written in our minds about what is going on.
- **Anatomy of Hard Conversations:** What makes them so scary? Understanding the "fight or flight" mechanism, and how that impacts our communication.
- **How would you prefer your conversational hygiene to be?** Painting a picture of what we would rather our workplace conversations were like.
- **Conversational Intelligence Model:** To have good workplace culture, you have to have good workplace relationships. To have good workplace relationships, you have to have good conversations. Ultimately, a healthy workplace culture depends on healthy conversations. A simple, understandable look at the neurochemistry involved in why conversations succeed, and why some suffer.
- **Tradeoffs:** We live with consequences, no matter what. Either we live with the negative consequences of not having conversations, or we live with the "possible" negative consequences of having them. Or . . . we are pleasantly surprised by a positive turnaround—also a possible/probable consequence.
- **How to have a needed conversation:** A look at several highly effective approaches.
- **Exercise:** "Authenticity," versus "Authenticity + Effectiveness"
- **Key Takeaways from workshop and concluding commitments**

“The number one source of stress is conversations that aren't being had.”

Jae Ellard

TO SCHEDULE A WORKSHOP

**CONTACT**

tom@soundcoaching.com | www.soundcoaching.com  
m 206.999.4556 | o 206.367.1157