



Courageous Conversations

The most profoundly respectful thing we can do for another human being is to really listen to them.

Robert “Dusty” Staub

One of the biggest challenges that leaders face, something that negatively impacts the integrity and reputation of their organizations, is the lack of timely, effective **Courageous Conversations**. In particular, the failure to embrace two key acts of courage, the Courage to Confront and the Courage to be Confronted, has resulted in the downfall of many high-level leaders, resulting in large-scale economic, societal and individual losses.

The lack of effective **Courageous Conversations** is not surprising. We currently live in a society that is fear-driven, in which mistakes are seen as an occasion to blame and punish, instead of to learn from. Moreover, most people in leadership and supervisory roles have never been trained in the “how-to” of difficult or challenging conversations.

Creating a company culture where **Courageous Conversations** are the norm allows critically important messages to be delivered—up, down and to peers—in a timely manner, toward highest gain for the individuals involved and for the success of the organization’s mission.

Process steps (can be customized toward client’s specific needs):

- Four-hour training immersion in learning, practicing and applying the core principles, systematic methodology, and key tools for successful **Courageous Conversations**. These include how to:
 - Plan
 - Design
 - Deliver
 - Follow-up
- Follow-up small-group coaching to track progress and help address any challenges
- One-on-One Coaching, as required, for master planning, designing, delivering and following-up on key Courageous Conversations.

Have more questions?

We welcome you to contact us: 336-866-EQIQ (3747)