

Fisher & Associates Solutions

Organizational Health & Employee Wellness Specialists
Successfully Addressing Workplace Stress, Burnout & Trauma

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Build Capacity

Promote Resiliency

Increase Coping Skills

THE ART OF SUCCESSFUL COMMUNICATION: Having "Crucial Conversations"

A SPECIALIZED PROGRAM PROVIDED BY FISHER & ASSOCIATES SOLUTIONS

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BACKGROUND

This workshop will explore the nature of "crucial conversations", those conversations that can be difficult to have with one another yet are so very important. Many staff note conflict with colleagues as a major stressor in their work lives and most organizations will state that communication is a primary concern within the organization as a whole.

This training will help develop strategies for talking about the tough stuff successfully while also assessing your own communication style. This workshop is not designed to be a conflict resolution session. However, by employing effective communication skills and preparing for difficult communications, conflict may be prevented. The workshop can be provided as a half-day or full-day session.

GOALS & OBJECTIVES

The goals and objectives of the workshop are to enhance participant's:

- Understanding of effective communication skills (such as active listening, paraphrasing, and "I" statements)
- Identification of where personal communication strengths & weaknesses are, and
- Provide some tools that may be useful in those difficult communication situations.

While no two conversations will go the same, this workshop provides:

- Opportunities for participants to consider their own communication skills (strengths and barriers).

- A review of the ways in which communication in organizations has changed and the impacts this may have on how communications flow between individuals.
- Through interactive discussions, participants will explore a five-step model for effective communications.
- Practical applications to consider.

PROCESS

This half-day workshop will use a combination of overheads, small and large group discussions, individual reflection exercises, and lecture format to assist participants in meeting the goals stated above. Each participant will receive a copy of the workshop participant booklet, including:

- Background information and relevant theory.
- Workshop exercises and references.
- Take-home guides and supporting resources

Subsequent to the workshop, and while maintaining participant confidentiality, the program facilitator will prepare a brief summary report and recommendations for the organization.

CANADA

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