



STRAIGHT TALKING: HAVING NECESSARY CONVERSATIONS



Benefits :

Engagement

Learn protocols for raising concerns in a safe manner increases shared accountability and reduces staff turnover

Teamwork

Increase the likelihood of team members addressing problems and resolving issues with colleagues

Productivity

Replicate organisations that have experienced 93% improvement in meeting productivity metrics

We can deliver a customised version of this program to meet your needs.

Cost (ex. GST) :

\$5,500

+ travel cost per cohort

Maximum of 30 participants per program

ENQUIRE NOW:

ACELEARN@ACEL.ORG.AU

STRAIGHT TALKING is an engaging 1 day in- person program rich with group discussion and real-time practice.

The workshop involves lessons in mastering essential and difficult conversations, skills including:

- Spotting the opportunities to build trust and ultimately, culture.
- Examining your own frames around conflict and managing it.
- Stay in dialogue when you're triggered - be prepared to not take it personally.
- Having a Plan A, B and C.
- Take steps to build psychological safety.
- Build questioning and listening skills.
- Statements and sentence stems to support effective communication.

Challenges

One of the most difficult challenges we face at all levels of leadership is how to plan, enter and engage in difficult conversations. Conversations play a critical role in creating a culture of accountability and professional dialogue.

Individual and organisational success are largely determined by how quickly, skillfully and effectively we speak up when it matters most.

At the heart of healthy and high-performance organisational culture are people willing and able to hold necessary conversations.

Solutions

A Straight Talk is a discussion between two or more people where there is misalignment, a different way of thinking about an issue and where there is impact on others if it remains unresolved.

During this workshop, we will look at how to:

- Identify problems contributing to poor results and broken relationships.
- Consider others' perspectives + speak honestly and respectfully.
- Spot warning signs that indicate dialogue and safety are at risk.
- Find common ground.
- Defuse and address when people clam up or blow up.
- Turn professional conversations into plans of action that lead to results.

Engaging in challenging conversations demonstrates a commitment to transparency and signals that leaders value their team's perspectives. This fosters trust, encourages open dialogue, and strengthens professional relationships.

Use our approach to uncover root issues, clarify expectations, and address misunderstandings, empowering teams to work together with greater alignment and confidence.