

Mastering the Art of Critical Conversations

Learning Objectives

- Identify Situations That Require Critical Conversations and Plan for Them Accordingly
- Determine the Best Conflict Management Strategy to Deal with a Given Critical Conversation
- Self-Monitor Your Reaction and Keep Calm During Critical Conversations
- Develop Strategies for Getting a Critical Conversation Back on Track

What Is a Critical Conversation?

- Identify Types of Conversations That Are Most Challenging
- Define the Elements of a Critical Conversation
- Analyze Your Experience

Managing Emotional Responses

- Understand Your Physiological Response Under Stress
- Recognize Your Default Response to Stress
- Understand Conflict Modes
- Recognize Your Preferred Conflict Mode

Understanding the Critical Conversation

- Determine Goals for Your Critical Conversations
- Identify the Types and Sources of Conflict
- Keep a Conversation On-Track
- Utilize Effective Communication Skills During a Critical Conversation
- Practice Effective Listening to Ensure a More Successful Outcome

Preparing for Critical Conversations

- Identify Factors to Consider When Deciding How to Proceed with a Critical Conversation Using a Critical Conversation Model
- Choose the Appropriate Conflict Mode for the Situation
- Visualize Your Desired Outcome for Each Conversation
- Anticipate Others' Reactions in Critical Conversations

When a Critical Conversation Catches You Off Guard

- Keep Calm When Confronted with an Unexpected Critical Conversation
- Recognize and Deal with “Hot Buttons”
- Turn a Negative Situation into a Positive One Through Reframing
- Draw Out Underlying Concerns with Questions
- Problem-Solve to Come Up with Acceptable Trade-Offs in a Critical Conversation