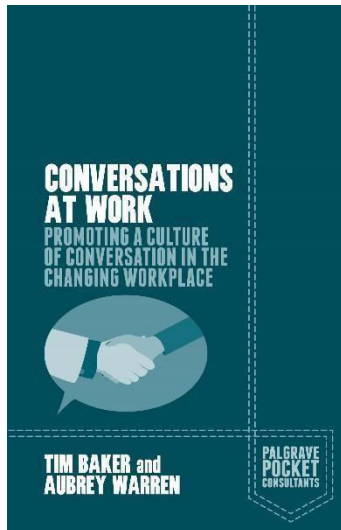


# Conversations at Work

## Promoting a Culture of Conversation in a Changing Workplace



An in-house one-day workshop for managers in organisations that want to promote and develop conversation skills based on the newly-released book by co-authors Tim Baker and Aubrey Warren.

### Workshop Aims

Warren.

- To develop confidence and skill in conversational leadership.
- To appreciate the power and capacity of developmental and performance conversations.
- To remove or manage the organisational barriers to productive conversations.

### Workshop Format

#### Session 1

- Conversational leadership – establishing the right psychological contract  
*Activity: assess your organisation/team; its psychological contract and context*
- Addressing the nine barriers to communication  
*Activity: assess your organisation/team barriers and strategies to change or manage*

#### Session 2

- Understanding and managing conversational styles  
*Activity: Identify communication and conflict styles – strengths and limitations*
- Showing the "face" of communication with skill  
*Activity: Self-assessment questionnaires and reflection on strengths and opportunities for growth*
- "Showing up, listening up, speaking up, and lifting up" *Activity: Conversation practice in small groups*

#### Session 3

- Applying the Five Conversations Framework (Climate Review conversation, Strengths and Talents conversation, Opportunities for Growth conversation, Learning and Development conversation, and Innovation and Continuous Improvement conversation)  
*Activity: 2- minute practise sessions*
- Five more everyday conversations (Mentoring, Delegating, Visioning, Encouraging, and Problem Solving and Making Decisions)  
*Activity: Identify potential high-value conversations and their context in the participants' workplace*

#### Session 4

- Action planning (workplace project style – including 4 x weekly email follow ups to support accountability)  
*Activity: managing your conversational style – where, when and how*  
*Activity: Implementing specific conversations*  
*Activity: identifying supportive partners*
- Summary and takeaways

## Participant materials

- *Conversations at Work* book as a reference and support guide
- Participant workbook

## Bios



**Dr Tim Baker** is an international consultant and Director of WINNERS-at-WORK Pty Ltd. WINNERS-at-WORK is a consultancy that specialises in leadership development, change management and assisting managers to develop productive workplace cultures. In 2013, Tim was voted one of the 50 Most Talented Global Training & Development Leaders by the World HRD Congress. He has conducted over 2,430 seminars, workshops and keynote addresses to over 45,000 people in 11 countries across 21 industry groups.

## Fees and Availability

Dr Tim Baker is available for bookings for in-house one-day programs and conference presentations across Australia and internationally.

## Contact

Call Tim Baker on 0413 636 832 [tim@winnersatwork.com.au](mailto:tim@winnersatwork.com.au) for bookings and additional information.