

A close-up photograph of a hand holding a small green seedling, with water droplets falling from its leaves. In the background, a row of similar seedlings grows in a field under a soft, golden light.

Mannaz

Leadership Workshops

Challenging Conversations

Organisations rely on the free flow of information between employees, teams and departments. And yet, concerns about our how we're perceived by others can sometimes stifle this flow. For example, it can be difficult for us to have challenging conversations if we fear that our relationships will be eroded by them. The important question for leaders is, **'how can I confidently engage in courageous conversations with my team?'**

The answer to this question lies in our ability to give messages directly whilst listening and supporting those that we are in dialogue with. **Leaders who create a culture where openness and honesty are valued and expected, benefit significantly.** They leverage the power of feedback, embed an ethical code and create a shared view of what is acceptable and desirable behaviour – turning challenging conversations into action.

During this session, we'll help you to **understand what's stopping you from having 'courageous conversations'** within your organisation. We'll provide you with **strategies to prepare for and practise challenging conversations**. And, we'll **review the skills of performance feedback, 'pushing back' and communicating clearly** with stakeholders at different levels of seniority.

*People will be more open to challenging conversations than we think! Even though significantly more people tend to avoid giving negative feedback than positive feedback, nearly **twice** as many people prefer receiving negative feedback than positive feedback.*

(HBR study 2015)

The Mannaz Leadership Workshops are short and powerful sessions that focus on a specific skill in an interactive and experiential way. The Leadership Workshops are designed for maximum impact by providing only the most relevant theory while creating space for participants to experiment using their new skill in a safe, learning focused environment.



Your Challenge

Organisations that prioritise openness benefit from an increase in trusting relationships whilst simultaneously improving speed and efficiency. But being open and honest can feel uncomfortable for most of us, so how will your organisation:

- Create the climate for performance?
- Ensure that the conversations that need to be had are actually taking place?
- Build a culture where feedback is given openly and regularly?
- Prioritise honesty and transparency across the business, regardless of politics, power or status?



Our Approach

During this ½ day workshop, we'll work with leaders to build confidence in their ability to have challenging conversations at work. You will:

- Explore the mindset that is required to have a challenging conversation and in particular the role of leadership vulnerability and courage.
- Have a better understanding of their own fears and blockers to having challenging conversations.
- Take part in a variety of practical exercises to help illustrate our four-step model for challenging conversations: Imagine, Prepare, Practise, Refine.
- Prepare for and practise having difficult conversations that need to happen back in your real work context.



The Outcome

An openness to have challenging conversations provides measurable outcomes for you and your organisation, including:

- Improved relationships and greater levels of collaboration and trust.
- Less indirect or unhelpful discourse – bringing with it clearer goals and greater efficiencies.
- A clearer and shared understanding of what 'acceptable' behaviour looks like.

At Mannaz we are dedicated to enabling people and organisations to succeed, providing innovative solutions in the areas of organisational development, leadership development, talent development and change management. Our unique approach and world class facilitators empower leaders with the capabilities required to meet the challenges of today and tomorrow by creating positive change in individual behaviour and corporate culture.

With offices in Copenhagen, Aarhus, Malmö, London and Hong Kong and a global network of facilitators, we assist the development of people all over the world.

Mannaz

We have deep expertise in tailoring solutions specific to client needs.

Contact us at contact@mannaz.com to discuss your specific needs further with an experienced consultant.

Visit www.mannaz.com to find out more.

