

# How do you handle the tough conversations? Fight or flight? Is there a better way?

LEAD **2** GOALS

11-WEEK COURSE

## EFFECTIVE COMMUNICATIONS

What **YOU** say isn't always what **THEY** hear. This course is designed to provide you with the tools necessary to break down barriers, limit conflict, and establish a foundation in which you can build trust both faster and deeper. Through this approach, you can ensure that your message is delivered clearly to your staff, provide them with the confidence to ask questions, and in turn, save you time and money.

### ✔ INCLUDED FOR YOU:

- Small group format with 6-10 participants per course
- 11 consecutive weeks; 80-minute sessions in your offices
- Read, then summarize; outside exercise, then reflection
- Peer-to-peer discussion; professional

### ⓘ FOR YOU TO DISCOVER:

- Our built-in **Fight or Flight** mechanism in the face of trouble or conflict
- Humans generally listen to reply, rather than **listen to understand**
- Our own need to be inclusive and inject our story can actually push people away

### ⊙ ASKED OF YOU:

- Identify when a topic becomes a **crucial conversation**
- Learn the role of communication in the **Circle of Trust**
- Understand that conflict is typically just **an alternate point of view**
- Framing a problem and understanding how to "get what you really want"

### ⊙ OPPORTUNITY FOR YOU:

- Develop communications skills that will **enhance any relationship**
- Learn to **build trust** faster, and deeper
- Develop the skills to share information with others without eliciting confrontation
- Discover how to mitigate conflict, encourage dialogue, and **create synergistic resolutions**

“

**“There is a difference between listening and waiting for your turn to speak.”**  
— Simon Sinek

CONTACT US TO BOOK TODAY! | 949.202.5763 | LEAD2GOALS.COM