Effective Conversations

The ability to manage others effectively hinges on mastering the art of communication. In this session, participants will identify their communication blind spots, engage in self-reflection to understand their personal impact, and develop strategies to enhance their interactions. They will explore the importance of one-on-one conversations and refine their skills in delivering constructive feedback.

Learning Objectives

- Analyse the challenges, blockers and blind spots of management communication
- Understand the best use of informal and formal development conversations
- Explore the art of self-reflection to build personal impact awareness
- Use forum theatre to experience effective feedback

Learning Outcomes

- Participants confidently communicate as managers, fostering clarity
- Participants engage effectively in one-to-ones and formal appraisals
- Participants consistently review their own leadership impact
- Participants are intentional in delivering effective feedback

"Although only a half day course, I felt like it was probably the most effective use of training I have ever experienced. The... approach and relevance to our work, experience, and needs was amazing."

The Session

After gathering participants' perspectives on line management, the session explores both informal and formal team conversations.

The value of regular, informal one-on-one conversations with team members is emphasised, allowing participants to assess their current approach and compare it with best practices.

Next, the focus shifts to feedback. Participants discuss the importance of delivering feedback effectively and examine how the Kübler-Ross change curve applies to how feedback may be received. They then learn a structured model for providing clear, constructive feedback.

This model is tested in an interactive forum theatre exercise. Here, two participants engage in a live feedback exchange while the group observes. The action is paused at key moments for discussion, allowing participants to swap in and experiment with different approaches.

This deeply experiential method enables participants to internalise and practise delivering elegant, thoughtful feedback that resonates and drives impact.

