



How to Have Effective Conversations

“A Conversation is a dialogue, not a monologue. That’s why there are so few good conversations” Truman Capote

Regular conversations are crucial in boosting people performance and productivity. Managers and Team Leaders often avoid having conversations with their teams simply because they lack the confidence and skill. They avoid sensitive topics because they’re unsure how it will be perceived and prefer to avoid conflict. In this exciting experiential workshop, your leaders will learn strategies they can easily implement in the workplace that will improve their conversations, boost staff morale and improve outcomes.



By the end of this workshop your people will understand:

- How to build rapport by adapting your communication style to differing personality types
- The impact of the 3 Vs of communication
- How to discuss a sensitive topic using 3 point communication
- How to ask open questions to steer the conversation
- How to effectively give constructive feedback
- The LOVE technique to having an effective conversation

BYO Workshop

All our workshops are customized to your business. This is a sample. You can Build Your Own by combining elements of this and our other workshops. Applications include:

- Team building
- Leadership
- Conference breakout session
- Professional development day

Duration

Depending on the application it can be run as a one hour, two hour, half day or full day session.

Your Presenter:

Ava Lucanus takes a proven, practical and refreshing approach to helping organisations align exceptional customer experiences with their brand promise. Drawing upon four decades of knowledge and experience, Ava works with companies Australia wide and is recognized as an authority in her field. Through her company Edge Communication she provides consulting, training and coaching programs for every level within business to fully optimise their relationships.

“Ava is a very natural and engaging speaker, who I noticed a few years ago and have experienced many times in different settings since. Her language is very clear and pragmatic and she communicates on the level of her audience, to make it most relevant to them. We have engaged Ava as a communication expert twice in the past 2 years to train our staff in communication skills and we have always been impressed with her abilities as a speaker and trainer. I highly recommend her.”

Doris Dengel - Managing Director, Executive Staff Services

Contact Ava on 08 9200 2290 or ava@edgecommunication.com.au