

Conversations for Change: Say It Right When It Matters Most

- Do you want to build strong conversation skills that can drive meaningful change?
- Are you able to communicate with impact when the stakes are high?
- Would you like to master conversations that create awareness, influence direction, and open new possibilities?

Introduction

Conversations are more than exchanges of words—they are the building blocks of change. When old approaches no longer work or when we need to challenge what is happening around us, it is our ability to create new and purposeful dialogues that opens doors to growth. Whether it is building stronger professional relationships, reshaping team dynamics, or redirecting strategies that no longer serve, conversations are the catalyst for transformation. This program equips participants with the skills to communicate with impact, handle difficult discussions with confidence, and create conversations that influence outcomes. In a world of constant change, your next significant shift will depend on the words you choose and the way you deliver them. Are you ready to say it right when it matters most?

Program Objectives

This program aims to:

- Provide impactful conversation styles
- Motivate workplace environment through conversation

Learning Outcomes

After completing this program, the participants should be able to:

- Converse for relationship
- Converse for new opportunities
- Converse to avoid conflict

Methodology

Gamification, case study, interview, case simulation, quiz, group discussion, lecture, videos.

Who Should Attend

Human resource personnel, marketing personnel, financial personnel, managers, Senior Management, and anyone who would like to converse better

Program Outline

Day One	
Time	Topics
9:00am – 10:30am	<p>Values: Workplace Motivators</p> <p>Professional relationships constantly change, especially in new settings or under new conditions. The glue that keeps people and organizations together is their values. Understanding one another's values help us build rapport and create meaningful connections. In this module, participants learn the six basic workplace values.</p>
10:30am – 11:00am	Tea Break and Networking
11:00am – 1:00pm	<p>Communication Styles</p> <p>Our preferred communication style determines how we will approach a meaningful conversation. In this module, participants would learn the four communication styles.</p>
1:00pm – 2:00pm	Lunch and Networking
2:00pm – 3:30pm	<p>Conversation for Relationship Building</p> <p>A conversation starter is the first step in building a relationship that leads to working together to accomplish meaningful results. In this module, participants would learn the key to making new connections and building relationship.</p>
3:30pm – 4:00pm	Tea Break and Networking
4:00pm- 5:00pm	<p>Conversation for Creating New Opportunities</p> <p>Product innovations, new organization structures, and new positions began with a conversation for creating new opportunities. In this module, participants learn when to use this type of conversation to brainstorm new ideas, uncover new ideas from colleagues, propose a new idea, etc.</p>
Day Two	
Time	Topics
9:00am – 10:30am	<p>Conversation for Assurance</p> <p>Disengagement is the opposite of assurance. For example, when people feel fear or anger, it can trigger them to disengage instead of commit or take a clear stand into assurance. In this module, participants are exposed to take a stand when needed and give assurance when it's called for.</p>
10:30am – 11:00am	Tea Break and Networking

11:00am – 1:00pm	<p>Conversation for Disagreement Resolution</p> <p>There may come a time when you are being ignored for issues that are important to you. In this module, participants would learn the difference between conscious and unconscious disagreement.</p>
1:00pm – 2:00pm	Lunch and Networking
2:00pm – 3:30pm	<p>Conversation for Change</p> <p>When we choose to change our behaviour and beliefs or other people's behaviour, our conversations will have to change. In this module, participants would learn how to show others what they have changed so that the others can join in too.</p>
3:30pm – 4:00pm	Tea Break and Networking
4:00pm- 5:00pm	<p>Conversation for Progressing</p> <p>Most of us have met hundreds or perhaps thousands of other people in our lifetime. However, we do not typically maintain a close relationship with every person we meet. In this module, participants learn when it's time to move on and progress to the next level.</p>