

Mastering the Art of Critical Conversations

If you're like most people, you run into trouble when conversations turn from routine to crucial. Your body's natural fight-or-flight response takes over. The knee-jerk response is to run and dodge the topic, hide behind an email, or just wing it and hope for the best.

Productivity stems from face-to-face communication, as well as your ability to express controversial and risky opinions effectively. Attend this course and practice using real-life models to conduct difficult conversations on any topic. You'll gain the skills and summon the courage to step up, speak openly and honestly, and get results that count.



Face up to high-stakes or emotional conversations with results-oriented skills

OVERVIEW

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HOW YOU WILL BENEFIT

- Determine your "hot buttons" and take steps to manage your emotions
- Transform relationships by addressing real issues with authenticity
- Openly express opinions that can lead to success and productivity
- Give and receive feedback without negativity
- Self-monitor your reactions and keep calm during critical conversations
- Develop advance strategies for managing critical conversations, as well as getting them back on track
- Improve your ability to shape results and get things done

WHAT YOU WILL COVER

- Analyzing elements of a critical conversation
- Understanding your physiological response and when emotional hijacking occurs
- Recognizing your default mode under stress and your preferred conflict style
- Practicing tools to deal with various emotional responses
- Examining your beliefs and self-fulfilling tendencies
- Identifying remedies to manage critical conversations when they get off track
- Preparing for and practicing different types of critical conversations
- Diagnosing and addressing problems while having critical conversations
- Practicing having critical conversations "on the fly"

WHO SHOULD ATTEND

Anyone who wants to be better prepared to manage critical conversations that can have a significant impact on relationships at work.

FACILITATOR ~ Kristine Santayana- Yasay



With an abundance of training, experience and great passion for efficiency, Kristine brings structure and order into the training room that has nurtured many in their quest for success and change. Her experience comes from 20 years of designing and facilitating programs which are influenced by her training and her specialization in the areas of Leadership & Management Development, Predictive Talent Analytics, Appreciative Inquiry, The Science of Creativity, Emotional Intelligence, and more.

Kristine's training goes beyond the classroom - she is a Leadership and Team Development Consultant. Her experience also focuses on Outdoor Experiential and soft skills Learning – in designing, developing and facilitating Corporate and Youth programs. Ms. Santayana Yasay acquired training here and abroad, specifically as a full time Experiential Education Instructor in Princeton-Blairstown Center – an outdoor/experiential training education facility of Princeton University in USA. In the Philippines, she has facilitated corporate programs, acquiring both soft and hard skills as a facilitator and outdoor technical skills for the Ropes Courses Technology.

She also is cultivating a passion for Executive Coaching and is also a certified Chally Talent Analyst – a Six Sigma –level predictive talent analytic tool on talent management.

An influential woman, Kristine is a major force responsible for the presence of AMA in consulting environment of the Philippine corporate world and the Asia Pacific- as the Country Director of AMA/Imperial Consulting Philippines.

Kristine's energy for learning and making a difference connects her to many people. She has and still works with a big range of clientele ranging from administrative professionals to senior leaders & managers of multinational corporations in the Philippines, Asia Pacific and in the US.

Ms. Santayana holds a bachelor's degree in Chemistry from the University of Santo Tomas and passed the licensure board.



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