



BETTER YOUR BEST: COURAGEOUS CONVERSATIONS

Course Overview

The objective of this training program is to support participants to turn difficult conversations into courageous conversations. It will provide them with the methodology, skills, and confidence to have open, honest, and respectful dialogue. It will demonstrate the importance of shared understanding and how it can lead to identifying solutions that serve both parties. Courageous conversations help teams build trust, gain clarity, and identify solutions that drive results.

- **Delivery:** Modules are typically delivered synchronously online via 4x 2-hour sessions or customized to meet the needs of the business.
- **Schedule:** To be determined with participants.

Package Options

Course Capacity: 2-12. Total Training Hours: 8 hours for total comprehensive package, or 2 hours / module.

	Participant(s):	Total Cost for all 4 modules:	Per Person Cost:
Comprehensive Package (2 participant min.):	Two (2)	\$4000 + GST	\$2000 + GST
	Three (3)	\$4500 + GST	\$1500 + GST
	Each additional person (participants 4 through 12): \$300 per 2-hour session + GST		

Detailed Course Content

<i>"Daring Leaders are never silent about hard things ~ Brene Brown</i>	By the end of the program, participants will have an understanding of the true value of having courageous conversations and their impact on getting results in business.
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1. What Is a Courageous Conversation?

Participants will understand what a courageous conversation is, why they matter and how to prepare themselves, their mindsets for these types of conversations.	2 HRS
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2. Shifting to Productive Motives	
Participants will understand how to self assess their intentions, and how these can influence outcomes. They will learn the difference between faulty intentions and productive intentions and their associated behaviors.	2 HRS
3. Managing Our Assumptions & Emotions	
Participants will learn how to manage themselves when they get off track. They will have a clearer understanding of the action to reaction model, what triggers them personally and how emotions can drive our reactions.	2HRS
4. Utilizing the Productive Conversations Model	
Participants will learn the productive conflict model and its 4 step approach.	2HRS

Course Lecturer

	<p>Carolyn de Voest B. Ed CPCC MBA</p>	<p>carolyn@betteryourbest.ca 778-238-6448</p>
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Founder and Principal of Better Your Best Business Performance Specialists for over 12 years, Carolyn works with leaders to achieve and exceed their best. Through coaching, consulting, training, and speaking Carolyn and her team of associates equips organizations to enhance their leadership, optimize their teams, and get results. She believes that to be successful, businesses need to put their people first, foster cultures of ongoing learning, and continuously engage in courageous conversations. Carolyn’s clients appreciate her for her ability to ask powerful questions, listen intently and identify that which is not being said. She is direct in her approach to get at the essence of that what is most important and needed to address to overcome challenges and achieve goals.

A lifelong student Carolyn has been dedicated to learning about all elements of human and business performance. Carolyn holds a Bachelor of Education from McGill University, a Master of Business in Management Consulting from Royal Roads University and is an accredited coach through the Coaches Training Institute. Carolyn’s teaching, speaking and facilitation experience includes engagements with organizations such as for the Women’s Tennis Association (WTA), British Columbia Institute of Technology (BCIT), Entrepreneurs Organization, Young Presidents Organization, Carrie Doll Consulting and W North.

Carolyn likes to better her own best by exploring the world, she has been to over 20 countries, engaging in physical events such as a charity bike relay across Canada and volunteering in her community. In her free time Carolyn can be found outdoors on a bike, skis or working on her tennis game with her young family.