



# CORRALLING CRITICAL CONVERSATIONS



*Courage for Successful Outcomes*

Corralling Chaos, LLC  
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## Corralling Critical Conversations

How can you improve workplace communications?

In every workplace, miscommunications and misunderstandings are going to happen. When the issues are critical, and people disagree, and emotions start to rise, how can they have productive conversations that move them and the organization forward?

This program will help your people understand the importance of those conversations, face them with intellectual and emotional intelligence, and use proven methods to resolve conflicts and get work done.

### *Program Core Focus:*

- Aligning company values to program (optional)
- The two sides of FEAR
- Communication Styles
- How to control your emotions
- Emotions that help us move forward

### **Module 1: Understanding the Emotions of FEAR (2 hours)**

Today's fast-paced, dynamic workplaces are more unpredictable than ever, for many reasons. In such an environment, how does an individual manage their emotions to make the right moves? In reality, every decision is an emotional decision – it takes determination and focus to keep emotions from getting in the way of goals. In this session, you'll learn how to manage emotions before they blow over. You'll learn to reflect on your emotions and how to read others' emotions. This will reduce conflicts and increase the effectiveness of workplace relationships.

### *Topics Include:*

- FEAR and Emotions
- How to control your emotions
- Emotions that help us move forward

### **Module 2: Personality Communications Styles (2 hours)**

Our modern work environment is complex, crammed with digital tools to send information. Everyone is so active sending out information, that they may not pay much attention to what they say and how the other party responds. To communicate wisely in a dynamic business climate - with workplaces, vendors and customers made up of many different people - individuals are empowered by knowing how others prefer to communicate based on their personality profiles.

### *Topics Include:*

- Personality Profiles: DISC and Belbin
- Communication Styles: NLP, BLUF, and others



### **Module 3: The Conversation (4 hours)**

How do you have that critical conversation – and ensure it succeeds?

Building on the improved understanding of interpersonal interaction gained from Modules 1 and 2, this session shares methods proven effective for critical conversations. You will understand the essential steps in preparing yourself for critical conversations, carrying them out, and following up afterwards. The practical, structured methodology is both explained and performed, to increase understanding and effectiveness. This approach enables informed behavioral changes to drive personal, team, and organizational success.

*Topics include:*

- Before: Prepare for Success
  - Self-awareness (assumptions and intent)
  - Define outcomes
  - A fact-based, collaborative structure
- During: Face Issues with Confidence
  - Awareness of self and others (emotions and focus)
  - Lowering temperature and barriers
- After: Move to Action
  - Co-create action plan
  - Recurring, intentional follow-up
  - Decision-making and documentation
- Putting it All Together
  - Role-playing exercises to practice and develop new skills

### **Program Logistics**

- Primary participant profile:
  - Middle level management, individual contributors, and above
- Length of program: 8 hours
- Content delivered: In one day (8 hours) or over two (4 hours each day)
- Location: Virtual Webinars
- Each session will have a short role play activity
- Participants: Minimum of 10, maximum of 20
- All printed materials and supplies provided at no additional cost
  - Includes a detailed Participants Manual as ongoing reference material
- Investment: Flexible based on customization

Can be complemented with one-on-one coaching for any and all participants as an add-on service.



## Mission

Corralling Chaos is a catalyst for authentic leadership and high-performing teams. We help you identify and overcome barriers that block your success. We coach leaders, perform evaluations, and conduct workshops to drive business growth and professional evolution.

## Strategies For Your Vision

We help you to






**Align** culture and behavior to P&L

**Increase** retention and productivity

**Develop** your potential leaders



## Cracking the Code of Human Potential™

-  **Exploring:** Situational awareness interviews with key client stakeholders
-  **Targeting:** Intentionally design solutions to align intangibles to program goals and P&L
-  **Activating:** Launch project, promote objectives, establish participant viewpoints
-  **Experiential Training:** Deliver blended learning via 1:1 coaching and group workshops
-  **Reporting:** Participants present their learning & improved outcomes to key stakeholders