



Extraordinary CONVERSATIONS

Use professional coaching techniques to revolutionize your everyday communication.

Each day of our lives is filled with opportunities for extraordinary conversations. A child comes to show off a school project—what if instead of saying “Good job,” we seized the moment to recognize what is beautiful about her as a person? A friend struggles to balance the demands of work and family—what if instead of giving a little advice we asked the question that helped him sort out what he wanted in life?

Professional coaches use intuitive listening and powerful questions create breakthrough conversations, and now you can, too. The Extraordinary Conversations Workshop provides interactive training in key coaching skills like listening for the deeper meaning behind the words, asking the questions that open others up instead of shutting them down, and solving problems permanently by *not* giving advice. You’ll learn ways to get a response instead of a reaction, how to jump-start a significant conversation with anyone, and how to avoid the #1 killer of authentic communication.



COMMUNICATE!

Extraordinary Conversations is an exciting, interactive experience. First, a skill is demonstrated in a live conversation, then you get the chance to practice it and get constructive feedback. The material can be delivered as a one-day workshop, two half-day workshops or as eight 1-hour classroom sessions. Ask your coach for details!

**Transformational
Leadership
Coaching**

A TLC Coaching Workshop

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Session Descriptions

Session 1: The #1 Killer of Authentic Conversations

When someone shares a problem with us, our first instinct is to give advice. But is playing “Mr. Fix-it” what people really want? Find out what the #1 killer of authentic conversations is, and how you can become the kind of person people naturally open up to.

Session 2: Listening for What Really Matters

Almost every conversation holds the key to a breakthrough—an invitation to go deeper, to talk about something that really matters. But will we pick up on those cues? Discover how intuitive listen unlocks the door to deeper, more meaningful conversations.

Session 3: Curiosity Saved the Conversation

Think you’re a neutral observer? Actually, what you believe has a big impact on what you hear. You’ll experience how minor pre-conceptions can have a major impact on communication, and learn how to prevent jumping to conclusions.

Session 4: Open It Up or Shut It Down

Some questions open the door to a great conversation, while others shut people down. The simple difference is in who controls the conversation. Learn how to use open questions to let others say what they want to say, and you’ll get to the heart of the real issue much quicker!

Session 5: Are You Asking for a Reaction?

It’s easy to blame others when they get defensive—but are you literally asking for a reaction? How you craft your question can make the difference between breaking up or breaking through. Learn three key asking principles that get you a reasonable response instead of a reaction.

Session 6: Jump-Starting Significant Conversations

Usually the only thing it takes to have a significant conversation is for one person to start it. Are you willing? Break the barrier to talking about what really matters with a chance to practice asking the significant questions.

Session 7: Building Leaders by NOT Solving Problems

Sometimes offering a solution can actually hinder another leader’s growth. The trick is helping others think things through without telling them what to do. Learn the skills professional coaches use to help others solve their own problems and grow as leaders in the process.

Session 8: Extraordinary Conversations

Understanding a concept is not enough to transform our lives—we need to make what we’ve learned a practiced habit. This session provides extra practice and feedback for mastering the Extraordinary Conversations skills.