



# COURAGEOUS COMMUNICATION™





## **Courageous Communication™**

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A step-by-step process for having tough conversations in pivotal moments, and leveraging effective communication strategies in sales, service, and everyday business that drive consistent results, and powerful relationships.

### **Why Courageous Communication™?**

Today's complex and highly diverse work environments have left companies grappling with costly law suits, and leaders who shut down, freeze, or simply respond without compassion, or courage at pivotal times

Seemingly small communication errors, end up in costly law suits, disengaged teams with little trust, and performance, market share, brands, service, and profits that are shrinking, rather than growing.

Leaders aren't always sure what to say, to whom, and how to deliver critical messages that drive engagement, production, or effective service to team members and customers.

### **What is Courageous Communication™?**

The ability to step up to the plate and communicate effectively and strategically to a diverse audience, in rapidly changing environments takes courage.

Power Centered leaders™ and team members learn seven critical steps, and a strategic approach, to communication in any situation. Perfect for any team member, critical in every aspect of business, participants learn to navigate challenges, produce results, close a deal, provide world-class service, or anchor agreements for improved productivity, meaningful, authentic relationships, and intentionally positive experiences with customers, partners, and team members.

### **Who is Courageous Communication™ designed for?**

■ All team members.



# DRIVE POWERFUL COMMUNICATION AT ALL LEVELS

## How to Have Game-Changing Conversations In High-Stakes Situations

The courage and capacity to have pivotal conversations are the difference between high performing, highly engaged teams, with low legal risk, and those that are inconsistent, complacent, and wrought with legal costs, and draining profits.

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Learn the seven simple steps of Courageous Communication™ that closes deals, engages customers, and creates efficient, effective, and healthy results in every aspect of business.

**Courageous Communication™ can turn around any business, team, or team member - instantly.**





## IN ONE DAY:

Foster the courage and capacity to communicate in pivotal moments - when risks are complicated, personalities are complex, and results are crucial; when quality interpersonal relationships with direct reports, peers, leaders, and customers are necessary to drive consistent results and high quality relationships.

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### With Courageous Conversations You'll:

- Learn to actively listen and effectively ask questions to clarify
- Secure mutual agreements and create alignment
- Nail down follow up and be compassionately assertive
- Create the right kind of impact, and influence in 360 degrees
- Learn strategies for communicating with diverse people, and different styles
- Communicate clearly and concisely, especially under pressure
- Have courageous conversations under pressure, in complex settings, when emotions are high
- Learn when to have pivotal conversations that impact the bottom line
- Learn to identify the REAL heart of the issue and focus on authentic engagement that lasts
- Solve the right problems quickly and effectively; the ones that reduce legal risk, and produce the highest outcomes.
- Build command presence, and foster trust that enhances your influence
- Communicate challenging messages with competency that protect the company, the team member, and YOU.

**Increase Productivity and Profits**

**Reduce Disruption**

**Enhance Engagement**

**Improve Loyalty, Team Work, and Commitment**

**Improve Turnover and Increase Retention**

**Build Strong Teams**

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## Signature Power Integration Center™ Training

This one day program follows our signature training approach combining critical thinking, skill mastery, and relevant personal transformation for long term measurable results, when they matter most. We process our way to success, in real life, relevant situations occurring in your business and teams right now! We help you fix the things that matter, and produce results that stick. All programs of the Power Integration Center™ are aligned with the 4 Principles of Power™ and the core philosophy of power centered leadership™.