Training Course on Conversational Leadership

Professional Development Training Course Outline

Category	Leadership and Management	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today's dynamic and interconnected world, **conversational leadership** emerges as a critical approach for navigating complexity and driving organizational success. This leadership style emphasizes open dialogue, active listening, and the co-creation of meaning to foster **employee engagement**, **trust**, and **collaboration**. By prioritizing meaningful interactions and empowering individuals to contribute their unique perspectives, conversational leadership cultivates a culture of **innovation**, **agility**, and **shared purpose**, ultimately leading to enhanced **organizational performance** and a more human-centric workplace.

Training Course on Conversational Leadership is designed to equip leaders at all levels with the essential skills and mindset to become effective conversational leaders. Through interactive learning and practical application, participants will learn to facilitate **productive dialogue**, navigate **difficult conversations**, and build **stronger relationships** within their teams and across the organization. By mastering the art of **strategic communication** and creating spaces for **collective intelligence** to emerge, leaders will be empowered to drive positive change, foster a more inclusive environment, and unlock the full potential of their people.

Programme Curriculum

Training Course on Conversational Leadership

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Course Duration

5 days

Course Objectives

1. **Understand the principles of conversational leadership** and its significance in the modern organizational context.
2. **Develop active listening skills** to fully comprehend diverse perspectives and foster deeper understanding.
3. **Master the art of asking powerful questions** to stimulate critical thinking and encourage meaningful contributions.
4. **Learn techniques for facilitating productive dialogue** in meetings and group settings to achieve desired outcomes.
5. **Acquire strategies for navigating difficult conversations** with empathy and respect, leading to constructive resolutions.
6. **Build trust and rapport** with team members through open and authentic communication.
7. **Foster a culture of psychological safety** where individuals feel comfortable sharing ideas and challenging assumptions.
8. **Empower team members** by creating opportunities for their voices to be heard and valued.
9. **Enhance collaboration and teamwork** through effective conversational practices.
10. **Promote knowledge sharing and collective learning** within the organization.
11. **Drive innovation and creativity** by encouraging diverse perspectives and open brainstorming.
12. **Improve decision-making processes** through inclusive dialogue and shared understanding.
13. **Develop a personal conversational leadership style** that aligns with individual strengths and organizational values.

Organizational Benefits

- **Increased Employee Engagement:** Meaningful conversations foster a sense of belonging and value, boosting morale and engagement.
- **Improved Communication:** Open dialogue reduces misunderstandings and enhances clarity across all levels.
- **Stronger Team Collaboration:** Shared understanding and mutual respect lead to more effective teamwork.
- **Enhanced Innovation:** Diverse perspectives shared openly spark creativity and problem-solving.
- **Faster Decision-Making:** Inclusive discussions lead to more informed and readily accepted decisions.
- **Reduced Conflict:** Open communication helps address issues proactively and constructively.

- **Greater Trust and Transparency:** Authentic conversations build stronger relationships and a more transparent culture.
- **Increased Agility and Adaptability:** Organizations that communicate effectively can respond more quickly to change.

Target Audience

1. **Senior Leaders and Executives:** To cultivate a conversational culture across the organization.
2. **Managers at All Levels:** To enhance team communication and performance.
3. **Team Leaders and Supervisors:** To foster effective dialogue within their teams.
4. **HR Professionals and Learning & Development Specialists:** To implement and promote conversational leadership practices.
5. **Project Managers:** To facilitate effective communication and collaboration within project teams.
6. **Internal Communications Specialists:** To promote open dialogue and information sharing.
7. **Change Management Professionals:** To facilitate communication and engagement during organizational transitions.
8. **Anyone interested in improving their leadership and communication effectiveness.**

Course Outline

Module 1: Foundations of Conversational Leadership

- Understanding the evolving landscape of leadership and the need for conversational approaches.
- Defining conversational leadership and its core principles: **dialogue**, **listening**, **inquiry**, and **reflection**.
- Exploring the benefits of conversational leadership for individuals, teams, and the organization.
- Identifying the key differences between conversation and other forms of communication.
- Assessing your current communication style and identifying areas for growth in conversational leadership.

Module 2: The Art of Active Listening

- Understanding the different levels of listening and the importance of **empathetic listening**.
- Developing techniques to minimize internal and external distractions during conversations.
- Practicing non-verbal cues that demonstrate attentiveness and engagement (**eye contact**, **body language**, **nodding**).
- Learning to summarize and paraphrase to ensure understanding and build rapport.
- Identifying and overcoming common barriers to effective listening.

Module 3: Asking Powerful and Purposeful Questions

- Exploring different types of questions: **open-ended**, **probing**, **clarifying**, and **reflective**.
- Crafting questions that stimulate critical thinking and encourage deeper exploration of ideas.
- Using questions to uncover assumptions and challenge existing perspectives.
- Learning to ask questions that promote **inclusivity** and encourage participation from all.
- Practicing the art of sequencing questions to guide conversations effectively.

Module 4: Facilitating Productive Dialogue

- Creating a conducive environment for open and honest conversations (**setting ground rules**, **managing time**, **ensuring psychological safety**).
- Employing techniques to encourage balanced participation and prevent dominance by individuals.
- Guiding discussions towards desired outcomes while allowing for emergent ideas.
- Managing conflict and disagreements constructively within group conversations.
- Utilizing tools and frameworks to structure dialogue effectively (e.g., **World Café**, **Open Space Technology**).

Module 5: Navigating Difficult and Sensitive Conversations

- Preparing for challenging conversations: **defining objectives**, **anticipating reactions**, and **gathering information**.
- Applying strategies for initiating difficult conversations with empathy and respect.
- Managing emotions effectively during tense discussions (**self-awareness**, **emotional regulation**).
- Using assertive communication while maintaining a collaborative approach.
- Finding common ground and working towards mutually acceptable solutions.

Module 6: Building Trust and Rapport Through Conversation

- Understanding the key elements of trust in leadership communication (**authenticity**, **transparency**, **consistency**).
- Developing communication behaviors that foster trust and psychological safety.
- Sharing personal experiences and vulnerabilities appropriately to build connection.
- Recognizing and addressing potential trust barriers in communication.
- Practicing giving and receiving feedback in a way that strengthens relationships.

Module 7: Fostering a Conversational Culture

- Identifying the characteristics of a conversationally intelligent organization.
- Implementing strategies to encourage regular and meaningful conversations at all levels.
- Leveraging communication channels to promote dialogue and information sharing.
- Recognizing and rewarding conversational leadership behaviors.
- Measuring the impact of conversational leadership initiatives on organizational outcomes.

Module 8: Developing Your Conversational Leadership Style

- Reflecting on personal strengths and areas for development in conversational leadership.
- Identifying role models and learning from their conversational approaches.
- Experimenting with different conversational techniques and finding what resonates.
- Developing a personal action plan for continuous improvement in conversational leadership.
- Integrating conversational leadership principles into daily interactions and leadership practices.

Training Methodology:

This training course will employ a blended learning approach that combines:

- **Interactive Workshops:** Engaging sessions with group discussions, activities, and case studies.
- **Role-Playing Exercises:** Practical application of conversational leadership skills in simulated scenarios.

- **Group Coaching:** Facilitated sessions for peer learning and sharing experiences.
- **Individual Reflection:** Opportunities for self-assessment and personal development planning.
- **Real-World Application:** Encouraging participants to apply learned techniques in their workplace.
- **Feedback and Coaching:** Constructive feedback from facilitators and peers to enhance learning.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org **or call** *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

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