

Conducting Courageous Conversations



Learning Outcomes.

- Identify the four forms of feedback.
- Utilise more specific forms of positive feedback.
- Practice using the SBI & SBIBI feedback models.
- Demonstrate the 'FeedForward' process to move people towards success (not just pointing out 'wrong-doing').
- Explore ways to avoid assumptions and inferences in challenging conversations.
- Describe the most common intrinsic motivators and how to facilitate less defensive responses in others and motivate progress.
- Practice soliciting and receiving FeedForward from others.
- Determine ways to navigate difficult conversations and regulate better under pressure.



Session Length
9:30am-4pm in person



“The feedback models were so helpful. The strategies for starting conversations; the importance of preparation and more preparation and the idea that we are all part of the mess. I feel more confident having these more challenging conversations!”

Nell Wilson

PROGRAM FACILITATOR

Nell Wilson is a globally experienced Executive Coach, Leadership Development Specialist and Consultant. She has held leadership and learning and development roles for over 25 years in the corporate sector in a variety of Australian multinational organisations. Nell has worked with thousands of Leaders, teams and individuals across the public, private, not-for-profit/for-purpose and NGO sectors.

Her experience spans across a variety of industries and sectors and she works with clients from Government (Federal, State and Local), Investment & Finance, Health, Education, Australian Defence Force, IT, Mining & Resources, Telecommunications, Banking, Manufacturing, Law, Consulting, Media/Advertising, Building/Construction, Police & Emergency Services and Tourism to name a few. Nell has been a people leader for over 19 years so has both credibility and credentials as a leader, leadership specialist and Executive Coach.

Nell is an Accredited Executive Coach with both the International Coaching Federation (ICF) as a 'PCC' (Professional Certified Coach) and with the Institute of Executive Coaching and Leadership (IECL – Level 3). Nell is an Associate with Melbourne Business School and Leadership Victoria, an Accredited Practitioner with Human Synergistics instruments for over 15 years (Lifestyles Indicator – LSI, Manager Impact – M/I, Leadership Impact - L/I, Group Styles Indicator – GSI). Nell is also accredited with the Hermann-Brain Dominance Indicator (HBDI), Situational Leadership II (SLII), all of the Franklin Covey programs and DiSC. Nell also has a Bachelor of Adult Education with the University of Melbourne and is a graduate of the Adaptive Leadership Program at Harvard Business School.

Nell's partners with individuals, teams and organisations in order to help them increase their self-awareness and effectiveness and improve their behaviours and business results in a sustainable way. Her practice is evidence-based and informed by an extensive tool-kit of leadership frameworks and practices and also includes a diverse knowledge base of facilitating and dynamic group processes. She has helped thousands of individuals and leaders identify their strengths and barriers to success, gaining deep insights and achieving real change for themselves and those they lead. Nell's facilitation style is described as energetic, practical and insightful and usually leaves a lasting impression on others.



Contact Nell Wilson

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Accredited practitioner
LSI GSI M/I L/I HUMAN SYNERGISTICS