



# Authentic Conversations

- 01 Listening actively to gain insights to other perspectives
- 02 Addressing challenging conversations proactively
- 03 Providing appreciative and constructive feedback effectively
- 04 Managing conflict with a win-win approach
- 05 Encouraging conversations that build a culture of equity and inclusion



COMMUNICATING EFFECTIVELY AND WITH EMPATHY

# How You Learn

**Reflecting** on the definition of Authentic Conversations, consider suggested activities on the next page to build this leadership capability. Create a personalized plan that provides you with the right blend of formal, social, and action learning.

## ● Formal Learning

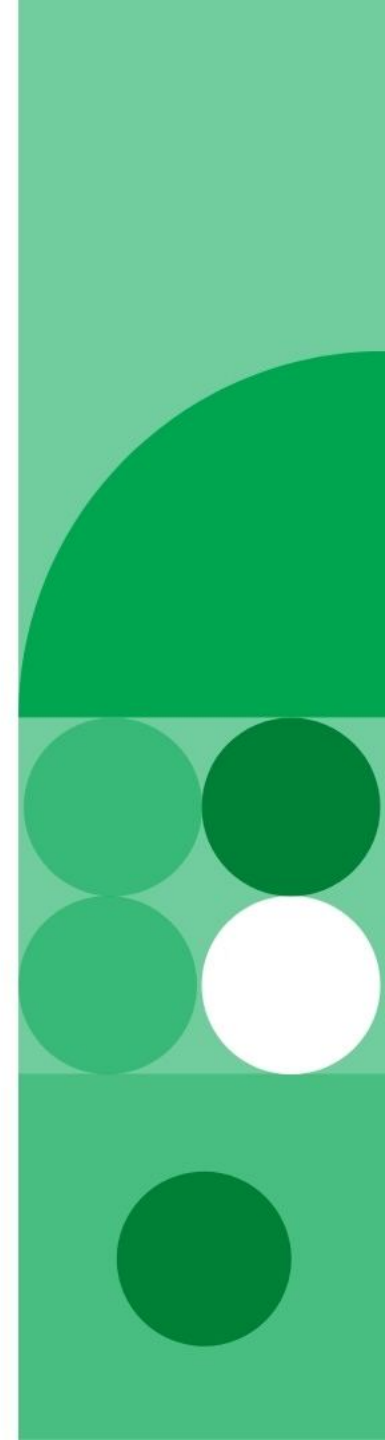
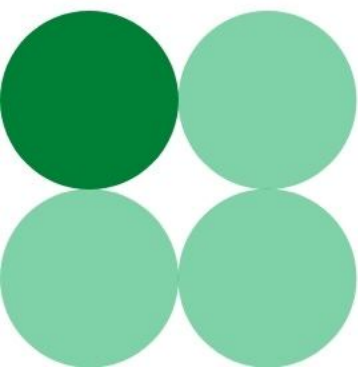
10% of learning is structured. This may include classroom training, eLearning, courses, articles, books, podcasts, and self-reflection surveys.

## ● Social Learning

20% of an individual's skill development comes through social learning opportunities like mentorship, coaching, collaborative opportunities with peers.

## ● Action Learning

70% comes through on-the-job experience. Experiential learning allows an individual to immerse themselves in the nuances of their role, refine skills, and work their way through real challenges.



# Action Learning

- **During your next challenging conversation**  
Listen actively to understand others' perspectives  
Use "I" statements and share your perspective on the impact of the behaviour without assigning blame  
Use conversational language to better connect and build rapport
- **Ask for and provide appreciative and constructive feedback**  
Reflect on your response to the feedback  
Reflect on your approach and the value you provided
- **Prepare for an upcoming feedback conversation by describing the situation, the observable behaviours, the impact, and inquiring about intent (SBI-I)**  
  
Reflect whether this approach helped you to manage and work through the anxiety that can be associated with delivering and receiving feedback

# Social Learning

- **Listen actively to others in a conversation and be curious about their needs and perspectives**
- **Identify the behaviour styles of your team members, and flex your communication to meet their needs**  
  
Ask for feedback on the effectiveness and authenticity of your communication
- **Observe effective and authentic communicators**  
  
Reflect on how they made you feel  
Identify specific behaviours you could start, stop and continue doing

## Formal Learning

Click on the links below

[Effective Communication](#)

eLearning

[Communication Effectively](#)

Workshop

[Managing Conflict](#)

eLearning

[Challenging Conversations](#)

eLearning

[Managing Challenging Conversations](#)

Workshop