

The Three Manager Conversations

Master the Conversations That Drive Results:
Engagement, Performance, and Development

Conversations are the vehicles for connection, high performance, and growth.

Workshop Overview

In today's fast-paced workplace, managers are the catalysts of organizational success—but too often, they lack the tools to have the meaningful conversations that truly make an impact. **The Three Manager Conversations** workshop equips your managers with the skills to navigate the three critical discussions every leader must master: **the engagement conversation** to inspire connection, **the performance conversation** to fuel accountability, and **the development conversation** to unlock potential. This one-day, highly interactive program empowers managers to lead with confidence and to foster a culture of trust, productivity, and growth.

The Outcomes

- Understand the purpose and structure of the three critical conversations.
- Apply active listening and questioning techniques to foster effective communication.
- Utilize strategies to prepare for and execute each type of conversation.
- Handle difficult situations or resistance with confidence.
- Create actionable outcomes from each conversation.

The Format

The Three Manager Conversations is a full-day, classroom-based workshop facilitated by a certified and experienced leadership development facilitator.

The Experience

This program is designed using research-based adult learning principles. It includes hands-on learning activities, role plays, small and large group discussions, reflection activities, and case studies.

Workshop Outline

- **Workshop Opening Activity**
- **Key Principles of the Engagement Conversation**
 - Motivation and Energy
 - Purpose and Meaning
 - Growth and Development
 - Recognition and Appreciation
 - Support and Well-Being
 - Feedback and Dialogue
- **Elements of the Performance Conversation**
 - The Cycle of Performance
 - Providing Effective Feedback
 - Beyond Feedback to Coaching
 - Difficult Performance Conversations
 - Handling Employee Resistance
- **The Development Conversation**
 - Explore Career Goals and Aspirations
 - Assess Current Strengths and Development Areas
 - Identify Development opportunities
 - Address Challenges
 - Set Clear Next Steps
- **Integrating the Conversations**
 - Case study and Role Plays
- **Action Planning**

Who Is This Program For?

This program is designed for early-to mid-career people managers.

It's a perfect addition to new manager orientation or onboarding. It can be used as an upskilling offering for existing managers as well.

Customized cases and role plays are available on request for an additional development fee.



Call us to learn how you can help your employees become powerful communicators
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Why Vital Communication?

Learn From the Pros

We are passionate about helping professionals master business communication skills. Our facilitators have years of experience as practitioners, leaders, and trainers.

Practice and Feedback

Everyone in our workshops receives thoughtful and constructive feedback. We help learners focus on continuous improvement by creating a safe environment for them to build their skills through live practice.

Fun and Engaging

We all learn best when we're having fun. Our workshops are engaging, dynamic and far from dull. Our facilitators are relatable, and energetic.

Practical and Pragmatic

All of our programs address the core and critical business communication challenges your employees experience. We use real-world examples and cases in all of our programs.

Tips, Tools, and Techniques

Our programs include plenty of resources to help learners apply what they learn, including workbooks and job aids. Become a member of our learning community and receive access to valuable learning sustainment resources.

Research-Based

Our programs are grounded in social science research and practical experience. We are students of communication and continue to read, review, and contribute to the body of knowledge in organizational communication.