

# EFFECTIVE TALENT CONVERSATIONS

## WHAT IS IT ABOUT?

One of the leadership qualities managers must exhibit every day are their conversation skills. Doing the talent conversation right helps to cultivate workplace engagement, the holy grail of employee satisfaction and talent retention.

An employee's perception of his or her own personal and professional growth is one of the top predictors of engagement. However, many managers avoid conversations about career progression when they don't have a promotion to offer their employees. Conversations with talent should focus on discussing their future aspirations, motives and desired development.



## WHAT WILL YOU LEARN?

Talent conversations as

- crucial conversations
  - How to have 'difficult' conversations while keeping the relationship intact
  - How to make conversations safe
- ongoing coaching conversations
  - Improve your active listening skills and ask good questions
  - How to give future-oriented 'feedback' that has impact
- social conversations
  - Practice 3 neuroscience-based principles: minimize social threat, focus on continuous growth, and facilitate insight

**ENGAGE. EMPOWER.  
RETAIN.**

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COMMUNICATION 

## WHOM IS IT FOR?

Managers and team leaders who want to engage with their employees through effective talent conversations

## METHODOLOGY, TOOLS, TECHNIQUES TAUGHT

- The psychology of conversations
- The neuroscience of conversations (SCARF model)
- Feed forward coaching
- The total motivation framework
- Active listening skills
- The art of asking good questions

Learning for the curious 