

IN-PERSON OR VIRTUAL WORKSHOPS

Course Catalogue

BUILD INFLUENCE. INVITE POSSIBILITY.

2024

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Build influence. Invite possibility.

We help make learning stick

As a speaker and thought-facilitator, Dene takes an insightful and personal approach to his presentations. His ability to explore and understand the issues and concerns of his audience is one of his signature talents and he translates it into presentations that are personal, profound and get right to the heart of the matter.

Victoria Miles | Past-Chair, Canadian Association of Communicators National Conference

Thanks for an awesome day yesterday. I really liked your facilitation style, it made for a great learning environment. I left the session inspired and energized and I feel more confident and skilled to deliver wow presentations with impact.

Steve Doherty | Organizational Change Manager | City of Surrey

One of the most powerful set of tools an organization can be given to improve results. Highly Effective.

Steve Troyer | CEO, Troyer Ventures | Fort St. John

This was, by far, the most interesting, helpful, and immediately useful workshop I have attended. Dene and Colleen are GREAT instructors and the information they shared was relevant and useful.

Participant | Township of Langley

Dene's conflict resolution workshop had a profound influence on how I address conflict and I often refer to his handouts prior to entering into potentially difficult conversations or situations.

Lesley Pritchard | Manager, Media Relations and Issues Management | Provincial Health Services Authority

I am taking the Provincial Instructor Diploma through Vancouver Community College. Today we were asked to think about an instructor that had inspired us. I thought about Dene Rossouw – the words that came to mind were “articulate, funny, open, clear, passionate, congruent, authentic and knowledgeable”.

Sieglinde Malmberg | Principal, HR in Your Pocket

Dene did a wonderful job facilitating our staff planning session. He was skillful in keeping us on track and brought very useful tools to help us improve our communication and teamwork.

Josh Paterson | Executive Director | BC Civil Liberties Association

I thoroughly enjoy all the programs that are run by Colleen and Dene. Their courses are relevant with a good balance between lecture, group activities and conversation.

Participant | Township of Langley

While we have taken many great courses, in my opinion, this was the best. I can take back what I learned and immediately put it to use.

Anna Christian | City of Surrey

I emailed you today to say how much I enjoyed and appreciated the session yesterday – you exceeded my expectations. You both have a great presentation style and the day went by faster than some of our half day modules. I really look forward to putting all of this into practice.

Neil Scott | Cultural Production Coordinator | City of Surrey



New ways of thinking and doing.

Build Influence. Invite Possibility.

New ways of
thinking and doing.



1. Business Writing Basics – Level 1

Learn how to write professional emails, performance reviews, development plans and work orders. Build your confidence using correct grammar, punctuation and spelling.

Learn the basics of business writing

Business Writing Basics consists of two 4-hour workshops designed to help you get better at business writing. The program is hands-on, interactive and includes individual and group writing assignments during each session.



Who is this program for?

Business Writing Basics will help you if you are in transition from operations to more senior positions and are required to produce professional written communications such as emails, performance reviews, development plans and work orders.

The workbook contains tools, tips and templates you can use and adapt for your workplace.

The topics for the two 4-hour workshops are: 1. Use plain English and correct grammar; 2. Correct common writing mistakes; 3. Write clear and concise texts and emails; 4. Prepare and write an incident report.

At the conclusion of *Business Writing Basics*, you should feel more confident to:

- Identify typical punctuation errors;
- Understand the parts of speech;
- Spell words correctly that are used most often in your work environment;
- Use correct grammar and write in plain English;
- Build sentences and write paragraphs that make sense;
- Fill out work orders and service requests correctly;
- Complete your own performance review with sufficient, relevant and readable detail;
- Write concise texts and emails with clear subject lines to minimize misunderstanding;
- Ask open, clarifying questions if a procedure or assignment is unclear;
- Structure emails that include the subject, salutation, introduction, body and conclusion;
- Provide pertinent information in emails including photos, diagrams and attachments;
- Complete your own personal development plan in a concise format;
- Use a 4-step preparation method for your incident report;
- Write up an incident report
- Communicate in a professional manner and tone;
- Use the various 1-page checklists on grammar, email and other written communication.

Duration—in-person or virtual classroom

Available as two 4-hour programs a week apart. Includes pre-work.

Business Writing Basics Plus is available as a hybrid program—it consists of two 4-hour programs that include a selection of chapters from *Business Writing Basics*—Level 1 and *Business Writing Essentials*—Level 2

2. Business Writing Essentials – Level 2

Learn how to improve your email communication, write professional letters and build your confidence using correct grammar and business style.

Business Writing is an essential core competency

Are your emails and letters clear and concise? When you respond to a request or complaint, does your writing include empathy? Are your thoughts structured and organized?

Business Writing Essentials will help you improve your email communication, write professional letters and build your confidence using correct grammar and business style.



Business Writing Essentials is for anyone who wants the confidence to write emails and letters more persuasively and effectively. The workshop provides you with practical techniques, tips and templates to make the task of writing easier and faster.

Purpose

Business Writing Essentials is a practical program that provides you with opportunities to:

- Learn how to write clear, persuasive and effective emails and letters;
- Build your confidence to respond professionally and in writing to requests and complaints from the public and clients, including letters of apology, appreciation and congratulations;
- Use authentic empathy when responding to requests, including contentious issues and having to say “No”;
- Practice business writing as a systematic process using a 4-step preparation plan;
- Use tools and analysis to ensure the purpose, language, content and writing style align with the target audience;
- Incorporate information design techniques to make letters and emails more readable;
- Use your organization’s business style guide to eliminate common errors;
- Use effective business grammar and punctuation to add, rather than detract, from the message;
- Ensure all emails and letters align with and enhance the brand;
- Use effective business grammar and punctuation to add, rather than detract, from the message;
- Review and refine emails and letters via feedback from colleagues using a growth-focused team-writing approach;
- Use guides and checklists to write effective emails and letters; and
- Adapt business writing essentials for social media communication.

Duration—in-person or virtual classroom

Available as two 3.5-hour programs a week apart. Includes pre-work and quiz.

3. Business Writing for Results – Level 3

Learn how to write business reports, recommendations and reports to council that get read.

Business Writing for Results

Does your business writing stand out—in a good way? When trying to pitch an idea or influence a decision, is your writing persuasive and clear? Are your thoughts and ideas well organized?

The most compelling business documents are those that start with a clear purpose and continue in a logical flow. Reports, proposals and even emails that get read are those that consider the reader(s), getting them into the right frame of mind through proper tone and accessible language. Your readers are more likely to take action when you write to express, not impress.



Business Writing for Results program is for anyone who wants to write business reports and reports to council (for municipalities) more persuasively and effectively. The workshop will provide you with practical techniques, resources and templates to make the task of writing easier and faster. You'll come away with skills that will help you get results and noticed for the right reasons.

Purpose

The *Business Writing for Results* program will provide you with opportunities to:

- Plan, prepare and write clear and effective business communications and reports;
- Practice business writing as a systematic process, that includes a 4-step plan, guides and checklists to write efficient and effective reports and recommendations;
- Use a tool to conduct audience analyses to ensure the purpose, language, content and style of a report aligns with the target audience;
- Plan and write concise executive summaries that reduce report writing time and demonstrate your coherence and comprehension of the information;
- Use appropriate presentation, style and proofreading techniques;
- Use effective and relevant business grammar and punctuation that adds rather than detracts from your message;
- Review, redraft and refine your reports and recommendations by eliciting feedback from colleagues using a growth-focused feedback and team-writing approach; and
- Adapt business writing principles for email and social media communication.

Duration—in-person or virtual classroom

Available as two 4-hour programs a week apart. Includes pre-work, quiz and work assignment.

4. Take Better Minutes

Learn how to take better minutes and notes that result in clear actions.

Clear minutes and actions are critical to an organization's success

Taking and preparing meeting minutes does not have to be laborious or intimidating.

People who take minutes are the sense-makers—the unsung heroes who have to record the essence of discussions, decisions and actions. Minutes that are not clear can cause confusion and are unproductive: it can result in deadlines missed, have unintended consequences and cost implications.

Learn how to take minutes for various types of meetings with confidence and efficiency.



Who is this program for?

Anyone who takes detailed minutes/notes for formal and informal meetings, brainstorm sessions and action plans.

Take Better Minutes is an interactive program that gives you the opportunity to take minutes and notes and receive feedback on your progress. You will learn how to use time-efficient tools, templates and best practices that you can start using immediately.

Purpose

Take Better Minutes will help you:

- Understand the essential components of minutes;
- Understand the importance of creating a clear, actionable agenda before a meeting;
- Prepare using the PREP planning process;
- Use best-practice strategies to record the critical elements of a meeting;
- Build confidence by practicing engaged listening;
- Request clarity if actions are unclear;
- Adopt clear writing principles using tools and templates;
- Learn how to summarize your notes and refine your minutes;
- Get feedback and quick approval of minutes/notes prior to distribution;
- Set read-only permissions and get comments prior to distribution;
- Use consistent file-naming conventions to ensure your minutes are accessible and searchable;
- How to capture, assign, communicate and track actions.

Duration—in-person or virtual classroom

Available as a 4-hour program. Includes pre-work and quiz.

5. Better Time and Energy Management

Learn how to manage your time and energy more effectively and produce better results.

Being busy isn't the same as being effective

In fact, the opposite is often closer to the truth.

Ever wonder how some people manage to control their day and still get things accomplished? Then there are those who seem constantly busy, but less productive. Work smarter. Not harder.

Better Time and Energy Management is a hands-on program that helps you prioritize, plan and perform tasks, and meet deadlines without getting burned out in the process.

Better Time and Energy Management helps to turn your workdays from mundane busy work into more productive outcomes. You'll learn work-life integration strategies built around four time management competencies—the *four Ps*: People, Priorities, Procrastination and Productivity.



Who is this program for?

- Leaders, managers, part-time staff and volunteers who deal with the daily demands of pressures and deadlines at work; and
- Counselors and coaches supporting others.

Purpose

Better Time and Energy Management will help you:

- Leverage your energy to accomplish better work in less time;
- Feel more confident about managing your time;
- Recognize the signs of unproductive time management and learn how to interrupt and deal with procrastination;
- Integrate practical checks and productive controls into your work day;
- Understand how the five Ps—*Planning, Priorities, People, Procrastination and Productivity* can impact your time management and become best practices;
- Know what productive rituals will help you manage your time and energy more effectively for better results; and
- Know how to use the *Time Management Decision Grid* and *Time in a Bottle* tool

Duration—in-person or virtual classroom

Available as a 3.5-hour program. Includes pre-work and quiz.

6. Coping With Change

How to find your way, lift others up and be resilient when change happens.

Coping With Change One Day at a Time

Coping With Change One Day at a Time is a 2.5-hour workshop designed to help you get better at dealing with the new normal—change, stress and overwhelm—especially during the Covid pandemic.

Learn how to incorporate insights from research and practical tools into your routine. The workbook contains tools, tips and templates to help you find your way—be more organised, manage your team and build resilience during this time.



At the conclusion of *Coping With Change*, you should understand:

- The three types of nostalgia—letting go and learning from the past
- The four phases of experience during change;
- The two change models: *Dynamic and Decay* and *Response to Change*;
- How employees experience change;
- How to encourage river stories rather than rut stories and defensive routines;
- The signs of job burnout and stress and the need to take action;
- The importance of asking good questions that provoke insight;
- The three circles of control;
- The importance of movement, motivation and rejuvenation;
- How to recalibrate using the REMAP™ Motivation Meter (free to all participants);
- How to lift each other up using the CARE approach when change happens;
- How you can learn from and cope with change

Duration—in-person or virtual classroom

Available as a 2.5-hour program. Includes pre-work and quiz.



7. The Art of Mentoring

Learn how to foster personal and professional development in another person using powerful tools and skills of empowerment.

The Art of Mentoring

Mentoring is a developmental partnership.

It's a mutual commitment to bring out the best in the other person. It calls forth new possibilities through the flow of meaning in relationship based on mutual respect and trust.

Mentoring is a powerful professional development and empowerment process that bridges learning gaps and creates meaningful engagement and momentum at work.



A Possible Future

Both you as a mentor and your learning partner should aim for possibility instead of predictability. Learn how to be an excellent listener and share knowledge, skills and perspective to foster the personal and professional growth of your learning partner. Your learning partner must take full ownership of the opportunity and commit to a successful learning outcome.

Mentoring at work should be low on bureaucracy and high on experiential learning.

It's the art of helping your learning partner build confidence and expertise in social and technical skills that create a virtuous circle of positive outcomes.

Purpose

The purpose of the *Art of Mentoring* program is for mentors to:

- Understand and be clear about mentoring practice guidelines;
- Build their expertise using practical mentoring tools;
- Inspire, motivate and encourage their learning partners to leverage the insights and skills learnt on the program and to commit to a successful learning outcome; and to
- Use the templates and skills they receive from the program in actual workplace mentoring sessions.

Duration—in-person or virtual classroom

Available as a 3.5-hour program. Includes pre-work and quiz.

8. The Best Candidate Wins

Learn how to pitch your core value, respond to interview questions with professional proof and negotiate your package.

Build your confidence

The Best Candidate Wins is the ideal program for you if you want to build your confidence and firm up your interview response skills.

If you want to come across with genuine presence, have a sense of calm and make an impact in your interview, the tools and skills you will learn on this program will not only prepare you for your interview, but also help you for the rest of your career.



Who is this program for?

The Best Candidate Wins program will help if you:

- Are in transition between jobs;
- Have decided to make a career change;
- Have been laid off;
- Have recently graduated; and
- Want to apply for a position in academia or industry.

Purpose

The purpose of *The Best Candidate Wins* program is to:

- Help you get your foot in the door;
- Equip you to clearly and persuasively pitch what you do and the value you bring in 60 seconds;
- Build your confidence in articulating your core value and professional expertise in a telephone interview;
- Prepare you for an interview and build awareness of power imbalances and pitfalls;
- Build your confidence in responding to difficult interview questions;
- Provide a continuum of realistic expectations for negotiating your package if you are hired to fill a position in business or academia;
- Enable you to successfully negotiate your compensation package;
- Help you assimilate the information, strategies and skills you need so you can be the best candidate and get hired for the position; and
- Provide practical tools and transferable concepts that you can use immediately after the program and for the rest of your career.

Duration—in-person or virtual classroom

Available as a 1-day program or two 3.5-hour programs. Includes pre-work and quiz.

9. The Persuasive Presenter

Learn how to get clear about your message, build your confidence, present like a professional and get amazing results.

Get clear about your message

If you need to be heard above the noise so that what you present grabs the attention of any audience, *The Persuasive Presenter* will help you build your presentation into a clear, strategic and persuasive presentation.

Using proven templates, you will learn how to clarify your presentation objectives and outcomes, incorporate business and personal stories, anecdotes and metaphors. *The Persuasive Presenter* will help you present your topic clearly and with confidence. You will learn practical tips on body language and how to manage fear and better engage your audiences.



Purpose

The purpose of this program is to help you develop and improve your presentation skills using principled persuasion techniques, storytelling and rules of engagement that will build your confidence, engage your audiences and deliver better results. *The Persuasive Presenter* will help you:

- Clarify the purpose of your presentation, how to analyze your audience and how to adjust your content to your audience;
- Prepare and deliver an effective, professional business presentation using proven templates that reduce your preparation time and increase your effectiveness;
- Engage your audience by incorporating relevant stories, anecdotes and metaphors;
- Get attention by creating curiosity, including the foreshadow and call-back;
- Make your message stick using stories, key statements and rhetorical questions;
- Use appropriate visual aids and props to support your message, including clear and professional handouts;
- Manage your presentation time effectively;
- Develop effective openings and conclusions;
- Present clearly and concisely and as a result, boost your confidence;
- Use PowerPoint in a minimalistic, yet professional way;
- Learn the secret about having congruent body language; and
- Be innovative with your delivery and presentation of content.

Duration—in-person or virtual classroom

Available as two 4-hour programs a week apart. Includes pre-work, quiz and work assignment.

10. The Six Leadership Conversations

Learn how to have six leadership conversations that will increase your influence and help you communicate clearly and with confidence.

Increase your influence

The *Six Leadership Conversations* focuses on building essential competencies to help you as a leader have six necessary conversations at work.

Your effectiveness as a leader is directly linked to the way you communicate. The health of your department and organization is a reflection of the type of conversations managers and employees have, in meetings and around the water cooler.



Purpose

The Six Leadership Conversations is an interactive workshop featuring six essential conversations to help you build your influence and make a difference when you communicate:

1. Listening conversations—how to listen to understand and empathize. Develop your competence using a four-step process for deep listening by parking judgment, listening to understand and responding with empathy;
2. Learning conversations—how to facilitate learning conversations. Help colleagues and employees come to insight as you foster learning by asking insightful questions. Learn how to use an effective three-step process to help others take ownership of responsibilities;
3. Feedback conversations—how to give, receive and request feedback. Develop your self-awareness and build your credibility by learning how to ask for feedback from colleagues and provide feedback to those who report to you;
4. Necessary conversations—how to have proactive, necessary conversations. Develop your emotional agility and conversational intelligence as you learn how to use your authentic voice to communicate clearly, help minimize misunderstandings and have real dialogue without damaging relationships;
5. Tough conversations—how to have tough, persuasive and disciplinary conversations. Learn how to have tough, persuasive and sometimes disciplinary conversations using an interest-based persuasive conflict resolution tool.
6. Mentoring conversations—how to coach for results and performance. Learn how to use an extremely flexible and powerful mentoring map that provides a structure for mentoring conversations and conversations about performance.

Duration—in-person or virtual classroom

Available as two 3.5-hour programs a week apart. Includes pre-work, quiz and work assignment.

11. The Power of Feedback

Learn how to give, receive and request feedback from colleagues, staff, supervisors and managers using the *Growth to Great* feedback process.

Essential for leadership development

Based on the research of Carol Dweck, Professor of Psychology at Stanford, the program is built on a growth instead of a fixed mindset—emphasizing growth and possibility without ignoring important course corrections and adjustments that need to be articulated.

The growth feedback approach is a powerful professional development and empowerment process. It turns feedback into a constructive experience and is an essential component of leadership development and culture change at work.



A growth approach to feedback

The traditional feedback approach rarely leads to improvement, and research reveals it can often create tension between the person who gave the feedback and the person receiving it.

The *Growth to Great* feedback model is different—its purpose is to bring out the best in each person. It calls forth new possibilities, through feedback in relationship, based on mutual respect and trust. The *Growth to Great* feedback model is a developmental partnership. It can be used informally and formally and can easily be incorporated into or replace performance evaluations.

The Power of Feedback transforms the traditional transactional approach into a growth approach and focuses on experiential learning and exploring possibility. It's a foundational competency for every leader and helps to build a robust and innovative culture at work.

Purpose

The purpose of the *Power of Feedback* program is for leaders to:

- Understand and practice the Growth to Great feedback approach that makes feedback meaningful and successful;
- Build their expertise using the Growth to Great feedback tools;
- Make adjustments and recalibrate their approach based on feedback received;
- Feel confident and encouraged by the insights and skills learnt on the program by asking for feedback and providing feedback to colleagues;
- Use the templates and skills they receive from the program regularly and consistently.

Duration—virtual classroom

Available as two 2.5-hour sessions. Includes pre-work, quiz and work assignment.

12. Keep Your EDGE

How to integrate work and lifestyle and avoid burnout

Follow four best work and lifestyle practices—Energy, Dialogue, Growth and Excellence

Keep Your EDGE is a 3-hour program that will help you follow four best practices—Energy, Dialogue, Growth and Excellence to help you stay engaged and productive in a healthy way.



The program is designed to help you build better habits and systems to help you integrate your work and lifestyle. And the outcome? You'll benefit from a lifestyle and work integration that will have a positive and energizing impact on you and the organization.

As pre-work you will receive a REMAP Your Motivation™ self-discovery guide to help you recalibrate aspects of your work and lifestyle.

Practical steps to help you integrate your work and lifestyle

By the end of this program you should:

- Know how to integrate your work and lifestyle so it benefits you and the organization;
- Feel confident creating flexible boundaries that results in synergies for both;
- Understand how keeping your EDGE—*Energy, Dialogue, Growth and Excellence* can impact your work, lifestyle and productivity and become best practices;
- Know how to build better habits and systems that will help you integrate your work and lifestyle and help you stay engaged and productive in a healthy way;
- Be able to interpret the scores from your REMAP self-assessment—*Reward, Engage, Mastery, Autonomy and Purpose* and recalibrate aspects of your work and lifestyle;
- Recognize the stages of burnout and how to prevent it;
- Know how to use the *Time Management Decision Grid* as you plan each day;
- Know how to use the *Keep Your EDGE Guide* as you plan your week.

Duration—in-person or virtual classroom

Available as a 3-hour program. Includes pre-work and quiz.

13. Collaborative Problem Solving

Learn how to engage in deep work and solve problems creatively and collaboratively.

Make a difference by solving problems together

The purpose of *Collaborative Problem Solving* is to help you work smarter and increase your productivity by learning to solve problems creatively and collaboratively.

You will be introduced to the *DIET for Problem Solving (P-DIET)*, a powerful guide for working smarter that will enable you to redesign your workload into three areas: *Deep Work*, *Necessary Work* and *Shallow Work* to better solve problems that impede efficiencies and effectiveness.



You will be expected to present your own *Key Redesign* or illustrate how the *Problem is Solved* to the class as a result of creative and collaborative problem solving.

Recipes for solving problems together

After completing this program, you should:

- Know how to solve problems collaboratively at work;
- Develop habits that wean your mind from a dependence on distraction;
- Redesign your work into *Deep Work*, *Necessary Work* and *Shallow Work*;
- Know how to use divergent and convergent thinking to solve problems;
- Use the *DIET for Problem Solving (P-DIET)* as a recipe for problem solving;
- Establish your own *Problem-Solving Habit* and commit to not breaking the habit;
- Identify and commit to your *Keystone Productivity Habits*;
- Adapt the tips and tools from this program to continue to solve problems together.

Duration—in-person and virtual classroom

Available as a 4-hour in-person program with a 2-hour virtual follow up session after three weeks. Includes pre-work and quiz.

14. Agile Leadership Coaching

Learn how to engage your team, build your influence, collaborate with colleagues to solve problems and adopt new ways of getting work done.

Make a difference at work and home

Agile Leadership Coaching will guide you through an experiential learning process where you will refine your competency as a leader and develop skills that are tailored to your situation.

You will be invited to identify areas for character development that are essential for team collaboration on projects that make a difference.



Who is this program for?

Emerging leaders, senior leaders, supervisors, influencers.

Purpose

The purpose of this program is to help you collaborate with your team and colleagues to solve problems and adopt innovative ways of getting work done that really matters.

Agile Leadership Coaching is a flexible program centered around your role as an agile leader. The coaching program will include applicable learning components from any of the 14 programs in this learning catalogue. The program includes assignments that are customized for your interests and career path. *Agile Leadership Coaching* will help you:

1. Build your influence and make a difference through the promotion of ideas.
2. Solve problems collaboratively at work.
3. Pitch your ideas through a structured persuasion process and storytelling.
4. Develop your skills and confidence to have necessary conversations at work.
5. Improve your effectiveness as a mentor of members of your team.
6. Lead a team where diversity, equity and inclusion are integral to your success.
7. Practice growth-oriented feedback that makes feedback meaningful and useful.
8. Work on character development that builds trust and promotes team well-being.
9. Encourage innovation and a shared vision of pushing limits to achieve worthwhile goals.

In-person or virtual coaching per session

Coaching sessions are based on assignments for the session—skills, learning points and actions—not time.

Includes pre-work assignments. Consultation before, during and post-program is essential.

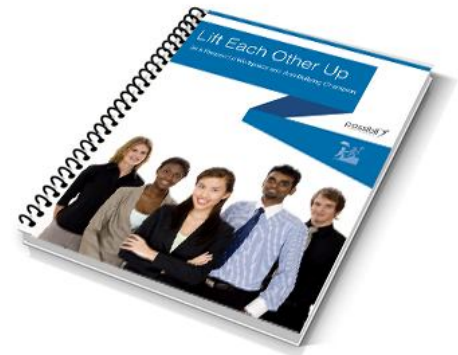
15. Lift Each Other Up

Learn how to be a respectful workplace and anti-bullying champion.

How kindness, caring and treating people with respect makes a profound difference at work

Understand your role as a champion of respectful workplace behaviour.

Lift Each Other Up will help you recognize when inappropriate behaviour happens and how to have a compassionate, empathic and helpful conversation with your colleague, friend or family member who is being impacted.



Who is this program for?

All staff, including supervisors and managers.

Learn how empathy, being a conscious, empathic listener and acts of caring and kindness can help to create an inclusive workplace. Learn how to unjudged people and the importance of creating a safe space for dialogue.

Understand the importance of engaging the help of your Human Resources team to report a disrespectful or bullying incident when more formal solutions are needed.

We will explore

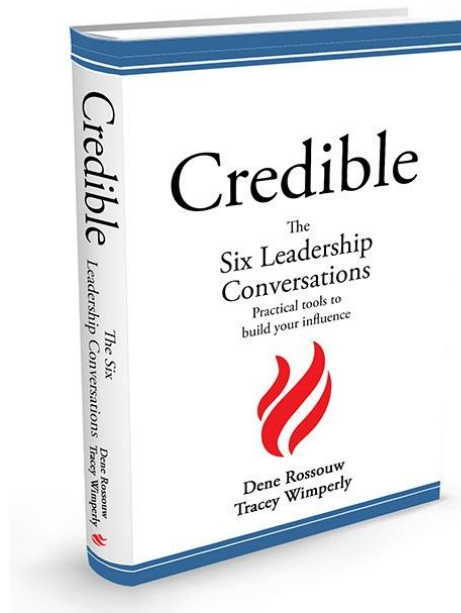
- How kindness, caring and an accepting environment are essential for a respectful workplace
- How to participate in a workplace where diversity, equity and inclusion are integral to the culture
- How an understanding of sexual orientation can contribute to an informed, accepting workplace
- Life intersections, circles of power and its impacts on identity
- How to recognize microaggressions and the ten most common types of bullying
- How addressing stereotypes, bias, stigma, misogyny, sexism, homophobia, bigotry, discrimination when they occur can help create a safe, inclusive workplace
- How to create a safe space for a victim or recipient of disrespectful behaviour
- Empathic listening and how to have a CARE Conversation
- How to have a Necessary Conversation to informally address an incident of disrespectful behaviour
- The importance of engaging the help of Human Resources when formal solutions are needed
- Your role as a champion of respectful workplace behaviour

Duration—in-person or virtual classroom

Available as a 4-hour program.

The Six Leadership Conversations

Practical Tools to Build Your Influence



Credible — *The Six Leadership Conversations* is more than just a book — it is an information resource and guide that features six essential conversational tools to build your influence.

The book is built upon a foundation of skills and human interactions that have been tested and proven in multiple workshops with my clients over the years.

The way you communicate and the results you get are indicators of your conversational intelligence and have an impact on the workplace — your style will set the tone that will either build or diminish your credibility.

After reading *Credible*, you will know how to integrate the six leadership conversations into your style and use them effectively at work. You will feel more confident and have a clear road-map on how to have those necessary leadership conversations, influence without authority; coach employees and colleagues to take ownership of issues; manage conflict more successfully; have conversations about performance and give and invite feedback.

The Six Leadership Conversations are:

1. Listening conversations — how to listen to understand and empathize
2. Learning conversations — how to facilitate learning conversations
3. Feedback conversations — how to give and invite feedback
4. Necessary conversations — how to have proactive, necessary conversations
5. Tough conversations — how to have tough, persuasive and disciplinary conversations
6. Mentoring conversations — how to coach for results and performance

A kindle and paper version of *Credible* is available on [Amazon.com](https://www.amazon.com) or [Amazon.ca](https://www.amazon.ca).

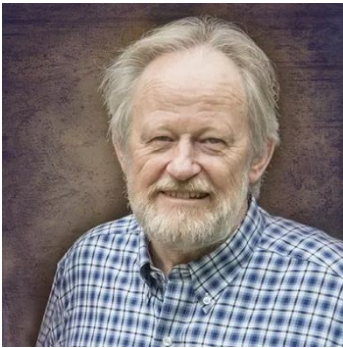
About

Helping you build your influence and inspire innovation

Learning Coach

Dene Rossouw

Learning facilitator



Dene Rossouw, B.Th., CEC, is the Principal at team Possibil. He has broad experience in helping leaders build their influence and inspire innovation at work.

He has worked with leaders, managers and students from all walks of life and facilitated hundreds of programs for various organizations in Africa and Canada. He is known for his ability to demystify complexity and explain processes using transferable concepts and dynamic models.

Dene is a Past President of the Vancouver chapter of the Canadian Association of Professional Speakers and is a Certified Executive Coach through Royal Roads University. He is a Certified Emotional Intelligence Facilitator and has the Associate Certificate in Workplace Conflict from the Justice Institute of British Columbia. He has a degree in Theology from the University of South Africa.

FACILITATOR | SENSEMAKER | MENTOR & COACH