

CONVERSATIONAL LEADERSHIP



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Introduction

Conversational Leadership treats everyday talk as a core leadership tool. Leaders shape culture, trust, and results through the conversations they start, avoid, and repeat. This Conversational Leadership Training Course helps participants use dialogue deliberately to align teams, surface problems early, and turn discussion into action. Participants explore question design, listening depth, and the difference between debate and dialogue. Furthermore, the course covers difficult conversations, storytelling for influence, and the conversational patterns that help or block change. It also examines how leaders create space for honest talk in teams that are busy, distributed, or under pressure. As a result, participants leave with practical habits that raise the quality of every conversation they lead.

Conversational Leadership Course Objectives

- Apply conversational leadership principles to routine and high-stakes leadership dialogue.
- Design powerful questions using appreciative inquiry and open-question techniques.
- Distinguish dialogue from debate and use each appropriately.
- Practice deep listening with the four levels of listening model.
- Use the ORID focused conversation method to structure group dialogue.
- Guide difficult conversations using the SBI model and the GROW framework.
- Influence through storytelling using the story arc and the hero's journey structure.
- Apply World Caf and Open Space methods for large-group conversations.
- Build conversational norms and psychological safety in teams.
- Create a personal conversational leadership practice plan.

Course Methodology

The course applies interactive, practice-based methods:



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- Facilitated dialogue sessions and paired listening practice.
- Live conversation labs with structured feedback.
- Case studies of leaders using conversation to drive change.
- Self-assessment of listening, questioning, and speaking habits.
- Role-play of difficult and high-stakes conversations.
- Action planning that converts each technique into a daily habit.

Who Should Take This Course

- Team leaders, supervisors, and managers.
- Mid-level and senior managers.
- Facilitators, coaches, and internal trainers.
- HR and organizational development professionals.
- Change and project managers.
- Professionals who lead meetings, reviews, or team dialogue.

Conversational Leadership Course Outlines

Day 1: Foundations of Conversational Leadership

- Defining conversational leadership and its core ideas.
- Understanding how conversations shape culture and results.
- Distinguishing dialogue, discussion, and debate.
- Reviewing the four levels of listening.
- Identifying conversation patterns that block progress.
- Setting personal conversational intentions.
- Assessing your current conversational strengths and gaps.





Day 2: Powerful Questions and Deep Listening

- Designing open, focused, and appreciative questions.
- Applying appreciative inquiry and the 4-D cycle.
- Using the ORID focused conversation method.
- Practicing silence, pause, and reflection in dialogue.
- Paraphrasing and summarising to confirm understanding.
- Reducing interruptions and dominant speaking patterns.
- Running question-based conversations in live practice.

Day 3: Difficult and High-Stakes Conversations

- Preparing for difficult conversations with structure.
- Delivering tough messages using the SBI model.
- Coaching through problems with the GROW framework.
- Managing emotion, defensiveness, and silence.
- Separating intent from impact in feedback.
- Repairing relationships after conflict.
- Practicing high-stakes dialogue in role-play.

Day 4: Influence Through Story and Shared Meaning

- Building influence with story arcs and narrative structure.
- Using the hero's journey to frame change messages.
- Applying metaphors and concrete examples.
- Creating shared meaning through dialogue, not broadcast.
- Using storytelling in team meetings and briefings.

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- Testing messages for clarity and emotional resonance.
- Presenting a leadership story for peer feedback.

Day 5: Conversations at Scale and Everyday Practice

- Running large-group dialogue with World Caf.
- Using Open Space Technology for agenda-setting.
- Building conversational norms and team agreements.
- Linking conversation to decisions and follow-up.
- Sustaining honest talk under pressure and hybrid work.
- Reviewing personal practice through reflection.
- Finalizing a conversational leadership action plan.

Conclusion

By successfully completing Conversational Leadership, participants will have acquired a practical command of dialogue as a leadership discipline, covering question design, deep listening, difficult conversations, storytelling, and large-group facilitation. They will have gained skills in structured dialogue, feedback delivery, narrative influence, and shared sensemaking, plus a personal practice plan for continued growth. Gentex Training Center designed this program to help leaders raise the quality of every conversation.

FAQs

Q1 What is the "Conversational Leadership" course about?



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It treats conversation as a leadership tool. Participants learn to design questions, listen deeply, run difficult conversations, influence through story, and guide group dialogue so that talk turns into alignment and action.

Q2 What are the key benefits of the "Conversational Leadership" course?

Participants gain stronger team alignment, earlier surfacing of problems, and fewer unresolved tensions. Leaders also hold difficult conversations with more confidence, influence change more convincingly, and build a culture where people speak honestly.

Q3 What skills will I gain from the "Conversational Leadership" course?

You will develop four core skills: powerful questioning and deep listening, difficult conversation facilitation, influence through storytelling, and large-group dialogue facilitation with shared sensemaking.

Q4 What tools, methods, or standards are covered in the "Conversational Leadership" course?

The course covers the four levels of listening, the ORID focused conversation method, appreciative inquiry and the 4-D cycle, the SBI feedback model, the GROW coaching framework, story arcs and the hero's journey, World Caf, and Open Space Technology.



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Q5 How is the "Conversational Leadership" course applied in real-world practice?

Participants apply the methods to live settings, such as team meetings, performance conversations, change briefings, and workshops. Each module ends with a practice commitment, so learning transfers directly into everyday leadership talk.

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