



## Conversational Leadership

Successful managers no longer rely on the traditional authority of the “command and control” culture to deliver outcomes. Increasing evidence suggests that force and directive behaviour does not result in long-term commitment. Instead, we need to foster relationships and influence to build commitment and accountability in our teams.

This requires a whole new style of leadership – authentic leadership – which is focused on developing self, building relationships and influencing others to deliver a shared vision and outcome.

At the heart of this leadership is the ability to communicate effectively. It is no secret that success requires good communication skills but recent research into how the brain functions suggests we may need to change how we *use* our communication skills. It is not necessarily the flashy, highly visible leader that delivers the best results, but the leader whose **conversational, questioning style** elicits **new thinking, fosters accountability** and **builds commitment and passion**.

Using a case study approach, this seminar applies the latest research into the neurosciences, emotional intelligence and social awareness to explore the communication challenges leaders encounter daily. We provide practical tools and techniques that help us restructure **our everyday conversations to**

- **lead ourselves**
- **lead our teams, and**
- **lead our organisations**

**towards greater effectiveness.**

Participants will have the opportunity to **practice various conversational and questioning techniques** that build trust, defuse conflict and promote problem-solving thinking.

**Who should attend?** This seminar is aimed at leaders and potential leaders in organisations – those who desire to communicate more effectively with stakeholders and clients, peers and team members. It is tailored for participants who understand that leadership is a decision and an attitude, a skill that can (and must) be developed at every levels of the organisation.

# Your seminar experience will cover:

“Conversational Leadership” is a **two (2) day, practical, hands-on** workshop, which provides both knowledge and the opportunity to apply that knowledge in a safe environment. It covers:

- ♥ Introduction and overview
- ♥ Leadership, influence and the power of conversations to shape outcomes
- ♥ Mapping communication styles and how we process information
- ♥ Reframing – using brain wiring to influence decision-making
- ♥ Structuring effective conversations
- ♥ Conversational techniques that defuse conflict and overcome thinking blocks
- ♥ Strategies for dealing with difficult or hostile stakeholders
- ♥ Advanced concepts – forward-looking feedback, trilogy, and the use of word pictures
- ♥ A 30 day action plan

## One Day Option

NOTE: This workshop can be delivered as a **one (1) day** masterclass by:

- Removing the advanced concepts (notes will be provided, but not covered in classtime), and
- Reducing the amount of practical application time related to the case study.

## Jürgen Oschadleus MBA MAIPM ILPF PMP®

Jürgen Oschadleus is an international speaker, educator and consultant on project leadership, influence and effective communication. He combines his background in history, education and technology projects with a fascination for sport and psychology, and uses this to challenge people’s thinking and help them create new mental connections, apply knowledge and achieve the outcomes they seek.

With 25+ years of education, strategic consulting, systems deployment and leadership development projects in Africa, Europe, the USA and the Asia Pacific region, Jürgen has been exposed to a broad range of industries in both the commercial and public sector, and brings this wealth of experience into every classroom.

Jürgen is the founder and director of Act Knowledge, and the Asia/Pacific partner of the Valense network of organisational consultants. He presents post-graduate classes in project management and leadership at AGSM @ UNSW Business School and at the University of Sydney, and writes for various international publications. His first book, *Heart of Influence*, was released in 2004.

He holds a Master’s degree in History, an MBA in International Project Management and Organisational Development, a Certificate IV in Workplace Training & Assessment, and PMI’s Project Management Professional (PMP®) credential. He is DiSC and SDI-accredited, a Distinguished [Toastmaster](#) (DTM), and an active member of the [Project Management Institute’s \(PMI\) Sydney Chapter](#). Jürgen is also a Member of the [Australian Institute of Project Management](#) (AIPM), a Fellow in the [Institute of Learning Professionals](#) (ILP), and a member of the John Maxwell Team.

Jürgen’s family lives in Sydney (Australia), where he plays in his local football (soccer) league.



Act Knowledge Pty Ltd  
PO Box 494, Pennant Hills, NSW 1715, Australia

