

IN-PERSON OR VIRTUAL WORKSHOPS



# Course Catalogue

2025

We help make learning stick

# COURSE CATALOGUE 2025

*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 supervisors build their confidence and 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 have transitioned 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 1-day program or 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.

### 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

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 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?

### Who is this program for?

*Business Writing Essentials* will help if you have transitioned from operations to more senior positions and are required to write emails, to staff and residents.

*Business Writing Essentials* will help you build your confidence to use *empathy*, *say no* when necessary and communicate instructions or next steps clearly.



### You should feel more confident to:

- Write clear, persuasive and effective emails and letters.
- Respond to requests and complaints from the public and clients, including letters of apology, appreciation and congratulations.
- Use 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.
- 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.
- Ensure all emails and letters align with and enhance the brand.
- Use guides and checklists to write effective emails and letters and
- Adapt business writing essentials for social media communication.

### Duration—in-person or virtual

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

## 3—Business Writing for Results—Level 3

Learn to write a report for council, a committee report, an inter-office memo or a persuasive report to management.

### 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?

### Who is this program for?

*Business Writing for Results* is for anyone who wants to write business reports, inter-office memorandums, committee 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 for the right reasons.



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. Your readers are more likely to take action when you are clear, use proper tone and accessible language.

### You should feel more confident to:

- Plan, prepare and write clear and effective business communications and reports.
- Practice business writing as a systematic process.
- Reduce your report writing time.
- Use a 4-step preparation plan, guides and checklists to write effective communications.
- Ensure the purpose, language, content and style of a report aligns with your audience.
- Demonstrate your coherence and comprehension of the information.
- Use appropriate presentation and style.
- Use effective and relevant business grammar and punctuation.
- Review, redraft and refine your reports based on feedback from colleagues.
- Adapt business writing principles for email and social media communication.

### Duration—in-person or virtual

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

*Business Writing for Results* can be customized to incorporate specialised business communications and examples from your department, business area or organization. It will still consist of two 4-hour programs and include pre-work, quiz and a work assignment between sessions 1&2.

## 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 results in missed deadlines, confusion and can 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 use and adapt for your workplace.

### You should feel more confident to:

- Understand the essential components of minutes.
- Create a clear, actionable agenda before a meeting.
- Prepare using the PREP planning process.
- Record the critical elements of a meeting using proven strategies.
- Practice engaged listening and request clarity if actions are unclear.
- Adopt clear writing principles using tools and templates.
- 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.
- Capture, assign, communicate and track actions.

### Duration—in-person or virtual

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

Ever wonder how some people manage to control their day and get things accomplished? Are you constantly busy, but feel less productive? How can you work smarter, not harder?

*Better Time and Energy Management* is a practical 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.
- Anyone who feels time-pressured and drained for long periods of time.

### You should feel more confident to:

- Leverage your energy to accomplish better work in less time.
- Manage your time without feeling guilty about *delaying, delegating, dropping or declining a job*.
- Recognize the signs of unproductive time management.
- Interrupt unproductive patterns and deal with procrastination.
- Integrate practical checks and productive controls into your workday.
- Use the five Ps—*Planning, Priorities, People, Procrastination and Productivity* in your workday.
- Practice productive rituals that help you manage your time and energy more effectively.
- Use the *Time Management Decision Grid* and *Time in a Bottle* tool.

### Duration—in-person or virtual

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* is a 3-hour workshop designed to help you get better at dealing with the new normal—change, stress and overwhelm—especially during project deliverables.

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 organized, manage your team and build resilience during this time.



### Who is this program for?

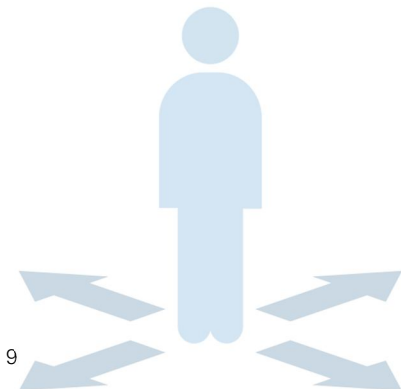
- Leaders, managers, part-time staff and volunteers who deal with constant change and the daily demands of pressures at work.
- Anyone who feels they need tools to cope with change-demands at work.

### You should feel more confident to:

- Understand the three types of nostalgia
- Let go and learn from the past.
- Identify the four phases of experience during change.
- Use two change models: *Dynamic and Decay* and *Response to Change*.
- Accept how employees experience change.
- Encourage river stories rather than rut stories and defensive routines.
- Recognize the signs of job burnout, stress and the need to take action.
- Ask insightful questions that provoke insight in a change environment.
- Manage the three circles of control.
- Practice movement, motivation and rejuvenation.
- Recalibrate using the *REMAP™ Motivation Meter*.
- Lift each other up using the *CARE* approach when change happens.
- Embrace, learn from and cope with change.

### Duration—in-person or virtual

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



## 7—The Art of Mentoring

How to empower your learning partner using practical tools, clear guidance and authenticity.

### 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.



### Who is this program for?

*The Art of Mentoring* is for you as a mentor and your learning partner. The program's intent is to help your learning partner aim for possibility. Learn how to be an excellent listener and share your knowledge, skills and perspective to foster the personal and professional growth of your learning partner.

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.

### You should feel more confident to:

- Leverage the insights and skills learnt on the program.
- Apply and adopt proven mentoring best practice guidelines.
- Build the expertise of your learning partner using practical mentoring tools.
- Encourage your learning partner to take ownership of the opportunity.
- Help your learning partner foster meaningful engagement and momentum at work.
- Motivate your learning partner to commit to specific learning outcomes.
- Use the templates and skills you receive from the program in your mentoring sessions.
- Help your learning partner overcome learning gaps.
- Create an engaging professional development and empowerment process.

### Duration—in-person or virtual

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* will help you build your confidence during the interview process 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 is for:

- Anyone in transition between jobs or making a career change.
- Academics and scientists who want to apply for a position in academia or industry.
- Any job seeker who needs to get clear about the value they offer.
- Anyone who needs to answer interview questions with clarity and confidence.

### You should feel more confident to:

- Communicate your core value and professional expertise to get hired for a position.
- Pitch what you do and the value you bring persuasively and clearly.
- Prepare for an interview and become clear on how to answer challenging questions.
- Negotiate your compensation package using four anchors to help navigate the conversation.
- Assimilate the information, strategies and skills you need so you can be the best candidate.
- Use the program's tools and transferable concepts in an interview.

### Duration—in-person or virtual

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 how to manage anxiety and better engage your audiences.



### Who is this program for?

*The Persuasive Presenter* is for:

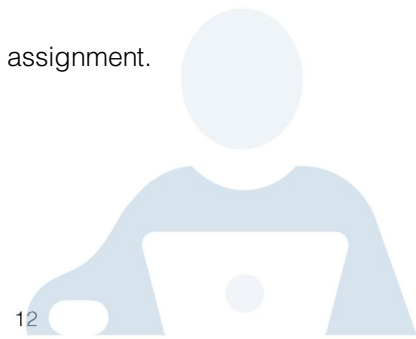
- Anyone who needs to create an interesting, engaging and persuasive presentation.
- Academics and scientists who want to improve their presentation expertise.
- Anyone who needs to build their confidence and improve the way they come across.
- Anyone who needs to present to audiences with clarity and confidence.

### You should feel more confident to:

- Prepare and deliver an effective, professional business presentation.
- Use proven templates that reduce your preparation time and increase your effectiveness.
- Communicate the purpose of your presentation and adjust your content to your audience.
- Engage your audience by incorporating relevant stories, anecdotes and metaphors.
- Incorporate stories, key statements and rhetorical questions to make your message stick.
- Use visual aids and props to support your message.
- Develop an effective opening and impactful call to action or recommendation.
- Use minimalistic and professional presentation slides and visuals.
- Manage your presentation time effectively.
- Be innovative with your delivery and presentation of content.

### Duration—in-person or virtual

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 six essential competencies to help you as a leader have the 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 you have.



### Who is this program for?

The *Six Leadership Conversations* is for anyone who wants to increase their influence and communicate clearly and with confidence.

### You should feel more confident to:

- Listen to understand and empathize—the *Listening Conversation*. Develop your competence using a four-step process for deep listening by parking judgment, listening to understand and responding with empathy.
- Facilitate learning conversations—the *Learning Conversation*. 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 responsibility.
- Give, receive and request feedback—the *Feedback Conversation*. 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.
- Engage in proactive, necessary conversations—the *Necessary Conversation*. 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.
- Have a respectful, empathic, and kind conversation with a colleague—the *Care Conversation*. Support a colleague who is showing signs of being under undue stress, feeling overwhelmed and not coping with simple tasks or avoiding certain people at work.
- Mentor a colleague, coach for results and performance—the *Mentoring Conversation*. 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

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.

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 *Great to Growth* feedback model is a developmental partnership. It can be used informally and formally and can support 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.

### Who is this program for?

The *Great to Growth* feedback program is for you if you want to bring out the best in a colleague by highlighting new possibilities through feedback in relationship, based on mutual respect and trust.

### You should feel more confident to:

- Understand why the *Great to Growth* feedback approach makes feedback meaningful.
- Incorporate the *Great to Growth* feedback approach as an essential component of leadership development and culture change at work.
- Build your expertise using the *Great to Growth* feedback approach tools in informal and formal feedback sessions.
- Make adjustments and recalibrate your approach when you receive feedback.
- Ask for and provide feedback using *Great to Growth* feedback approach.
- Use the templates and skills you receive from the program regularly and consistently.

### Duration— in-person or virtual

Available as two 3-hour sessions. Includes pre-work, quiz and work assignment.



## 12—When No One Is Looking

How to make ethical decisions at work

Practical guidance on how to become aware of, navigate and confront ethical challenges in the workplace.

*When No One is Looking* is designed to help you understand ethical dilemmas, whistleblowing and how develop effective strategies for making and communicating ethical decisions at work.



### Practical application

You will engage with two video-based case studies:

1. Cassidy Hutchinson study (White House prosecutions)
2. Tyler Shultz study (Theranos)

### Who is this program for?

*When No One is Looking* is for all employees.

### You should feel more confident to:

- Recognize indicators of unethical practices.
- Assess ethical challenges and moral dilemmas.
- Deal with organizational or people blocks that blur or prevent ethical responsibilities.
- Uphold and model ethical principles of leadership that align with the ethical policy, values and whistleblower policy of your organization.
- Address ethical issues informally when participants are unaware of expected ethical practices.
- Navigate and confront ethical challenges in the workplace.
- Make, communicate and elevate ethical decisions and use existing or alternate reporting channels when necessary.
- Consider ethical questions in the use of AI.
- Foster an ethical culture in a department or organizational unit.

### Duration—in-person or virtual

Available as a 3.5-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.



### Recipes for solving problems together

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.

### You should feel more confident to:

- Know how to approach and 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*.
- Incorporate 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

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—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 unjudge people and the importance of creating a safe space for dialogue.

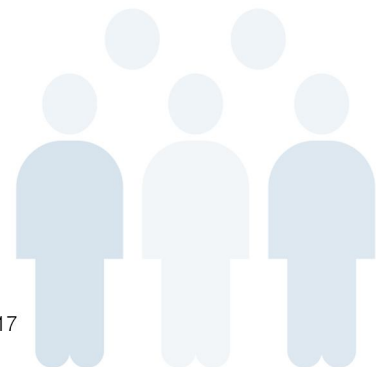
Understand the importance of engaging the help of your *Human Resources* team to report a disrespectful or bullying incident when more formal solutions are needed.

### You should feel more confident to:

- Contribute to a caring and accepting environment, essential for a respectful workplace.
- Participate in a workplace where diversity, equity and inclusion are integral to the culture.
- Share a science-based understanding of sexual orientation that contributes to an informed, accepting workplace.
- Incorporate life intersections, circles of power and its impacts on identity.
- Recognize microaggressions and the ten most common types of bullying.
- Address stereotypes, bias, stigma, misogyny, sexism, homophobia, bigotry, discrimination when they occur to help create a safe, inclusive workplace.
- Know how to create a safe space for a victim or recipient of disrespectful behaviour.
- Listen with empathy and how to have a *CARE Conversation*.
- Have a *Necessary Conversation* to informally address an incident of disrespectful behaviour.
- Engage the help of *Human Resources* when formal solutions are needed.
- Accept your role as a champion of respectful workplace behaviour.

### Duration—in-person and virtual

Available as a 4-hour program.



## 15—Facilitate Better Meetings

Learn how to improve your meeting facilitation skills, introduce ground rules in a respectful way to set a positive tone for your meetings and encourage constructive participation.

### Make your meetings more productive

*Facilitate Better Meetings* is a practical program that will help you improve your meeting facilitation skills.

You will be working on your own and in small groups. Although there are no role plays, you will participate in actual meetings and will be encouraged to emphasize realistic behaviours that occur in your meetings.



### Who is this program for?

Meeting facilitators, chairs and co-chairs of informal meetings.

*Facilitate Better Meetings* will build incrementally on what you do well already. You'll be challenged to try new ideas and techniques. The program includes practical meetings assignments, templates and tools.

### You should feel more confident to:

- Incorporate practices that will make your meetings more successful.
- Include five essential meeting facilitation skills in your meetings.
- Understand and use the *Dynamic* or *Decay* Meetings model to calibrate your meetings.
- Use the *S-curve of Meetings* to gauge the engagement level and productivity of your meetings.
- Clarify the role of the facilitator, chair and co-chairs so your meetings become more efficient.
- Ask insightful questions to keep your meetings on track.
- Address behaviours that hinder progress.
- Incorporate five essential meeting facilitation skills into your meetings.
- Identify and adapt to various personalities around the table.
- Introduce ground rules in a respectful way to ensure your meetings stay on track.
- Be a role model and sensemaker when you facilitate meetings.

### Duration—in-person or virtual

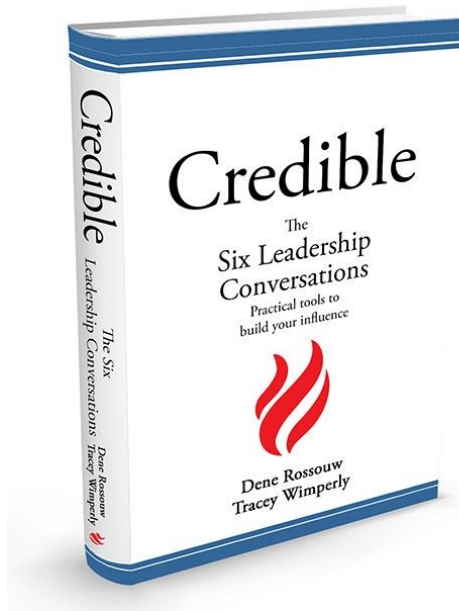
Available as a 3.5-hour program



## The Six Leadership Conversations

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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. The Listening Conversation — how to listen to understand and empathize
2. The Learning Conversation — how to facilitate learning conversations
3. The Feedback Conversation — how to give and invite feedback
4. The Necessary Conversation — how to have proactive, necessary conversations
5. The Care Conversation — how to have a respectful, empathic and kind conversation
6. The Mentoring Conversation — how to coach for results and performance

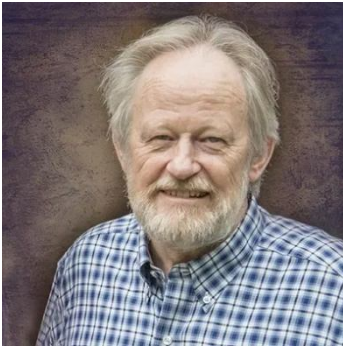
A kindle and paper version of *Credible* is available on [Amazon.com](https://www.amazon.com) or [Amazon.ca](https://www.amazon.ca).

## Dene Rossouw

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As a learning coach, I help you:

- Build your influence
- Embrace continuous learning.



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.