

University of Pretoria Yearbook 2022

Crucial conversations 864 (GIJ 864)

Qualification Postgraduate

Faculty [Gordon Institute of Business Science](#)

Module credits 6.00

NQF Level 09

Programmes [MPhil with specialisation in Change Leadership](#)

[MPhil with specialisation in Leading in New Economies](#)

[MBA Full-time](#)

[MBA Modular](#)

[MBA Part-time](#)

[MPhil \(Corporate Strategy\) \(Coursework\)](#)

[MPhil \(International Business\) \(Coursework\)](#)

Prerequisites No prerequisite.

Contact time 21 contact hours per 3 week-cycle

Language of tuition Module is presented in English

Department Gordon Institute of Business Science

Period of presentation Semester 2

Module content

This elective teaches the skills for communicating when the stakes are high, opinions vary, and emotions run strong. Students will learn the dialogue skills—as demonstrated by top performers—that empower them to talk with anyone about anything, helping reach alignment and agreement on important matters. These skills turn into behaviours that improve decision-making, commitment to action, productivity, improved relationships and enhanced accountability. As these behaviours become consistent, they empower organisations, teams, and individuals to develop high-performance cultures based on trust and respect.

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