



OVERVIEW

This one-day workshop gives participants the opportunity to learn a common language and set of skills and tools for holding productive conversations with peers and managers that builds mutual understanding and commitment.

By the end of this workshop participants will be able to:

- Experience the ingredients for a meaningful conversation
- Describe the impact of inferences and assumptions on communication
- Identify the common biases that limit understanding and what we can do to overcome them
- Demonstrate the ability to communicate their ideas more effectively
- Listen more intently
- Recognize and adjust to different communication styles to increase mutual understanding

PROGRAM FLOW: KEY CONTENT AREAS

Welcome

- Introduction, learning objectives
- Challenge wall

Opening Activity

- Cocktail party – Listen and encourage
- Key observations
- Heard or understood (power of two-way)

Communication Styles

- Color lingo assessment
- Style activity
- Backup behaviors

What Gets In Our Way

- Uncritical inference test
- Ladder of inference
- Confirmation bias and discounting
- Enthusiasm for difference
- Balance inquiry / Advocacy

Advocacy Skills

- Assessment
- Speaking in threes
- Curse of knowledge
- Use of jargon

Inquiry Skills

- Classic listening skill review
- POV listening practice – listening when it is most challenging

Accelerating Understanding

- In the current environment
- Go Figure activity

Workshop Close

- Job aid
- Workshop evaluation