

Difficult Conversations

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.

Learning Outcomes

- Describe the impact of inferences and assumptions on communication
- Identify the common biases that limit understanding and what we can do to overcome them
- Define the importance of objective vs. subjective integrity and the value of trust in conversations that matter
- Apply the skills of inquiry and advocacy during difficult conversations
- Recognize and adjust to different communication styles to increase mutual understanding
- Articulate the issue that is of concern in order to increase their effectiveness

Program Flow

Welcome

Introduction
Learning objectives

Introduction to Model

The three key areas
Define conversations that matter
Activity: Go Figure
(accelerating understanding)

Ladder of Indifference

Uncritical inference test
Ladder of inference
Confirmation bias
Tools of inquiry and advocacy

Integrity

Subjective and objective integrity
Taking accountability for what you say

Inquiry Skills

Assessment
Classic listening skill review

Advocacy Skills

Assessment
Questioning skills
Activity: Curse of Knowledge
What's the issue and impact?
Practice applying advocacy and listening skills in trios

Communication Styles

Activity: Color
Communication Styles
Difficult conversation tendencies

Communication Styles

Job aid
Workshop evaluation