

## CRITICAL CONVERSATIONS WORKSHOP – 8 HOURS

SUBJECT	CONTENT	TIME
<b>INTRODUCTION</b>	What is a critical conversation? Why are they important? What are the downsides of getting them wrong? What are the upsides of getting them right?	15 mins
<b>DELEGATE INTRODUCTIONS</b>	The critical conversations they have/should have How they feel about having them The case study they wish to work on	30 mins
<b>LEVELS OF INFLUENCE</b>	What triggers us? To hold or not to hold? Thoughts, emotions, actions and reactions <b>Breakout: What is the trigger for the case study?</b>	20 mins
<b>MOTIVATION</b>	The benefits quadrant <b>Breakout: Commitment to hold the case study conversation</b>	30 mins
<b>Coffee – 15 mins</b>		
<b>GOALS</b>	What do I really want to achieve (and what do I not want)? Is it about winning? What am I trying to change? Describe the gap <b>Breakout: What are my goals for the case study?</b>	30 mins
<b>SELF-AWARENESS</b>	Understanding yourself and others 'Personality' profiles <b>Breakout: Profiling practice</b>	60 mins
<b>Lunch – 45 mins</b>		
<b>SELF AWARENESS (CONT)</b>	Sources of conflict Adapting behaviour to communicate effectively <b>Breakout: Insights into the case study</b>	60 mins
<b>OUR STORIES</b>	The stories we tell ourselves – are they true? How do they affect us? What are the other possible stories? <b>Breakout: Our stories around the case study</b>	30 mins
<b>Coffee – 15 mins</b>		
<b>HOLDING THE CONVERSATION</b>	Where? When? How? Opening the conversation What if? Motivating people to change <b>Breakout: Planning the conversation</b>	30 mins
<b>PRACTICE</b>	<b>Breakout :Role play case study conversations in groups of three</b>	60 mins
<b>LEARNING POINTS</b>	What we learned Challenges we found Strategies to address additional challenges	30 mins
<b>PERSONAL PLAN</b>	What they got from the workshop How they will put their learning into practice	20 mins
<b>CLOSE</b>	Review of next session Email support	10 mins

