

Workshop Fact Sheet



TRANSFORMING DIFFICULT CONVERSATIONS

Description: The purpose of this workshop is to enable individuals to have effective “difficult” conversations with others in the workplace. This 4-hour workshop includes an individual work assignment prior to class (worksheet and example to be provided), an in-class discussion and assignment, and some role-playing exercises.

Topics: Balance of Advocacy and Inquiry, Ladder of Inference, The Four Parts of Speech and The Four Conversational Roles

Benefits: Improved communication and productivity. Less reliance on top managers to solve difficult problems as they occur.

Pre-work:

1. Write down a significant conversation that happened in which you got stuck (on the worksheet provided).
2. Stay simple and write it verbatim (as best you can).
3. Draw a line down the center of your page.
4. Under the right column put what you and the other person said.
5. Under the left column put what you felt/thought and did not say.
6. Bring this information to the class with you.

Example Class Agenda:

1. Introduction to topic and discussion (20 minutes)
2. Presentation (60 minutes)
 - a. Advocacy and Inquiry
 - b. Ladder of Inference
 - c. The Four Parts of Speech
 - d. The Four Conversational Roles
 - e. Balance between the columns
3. Individual Exercise – Evaluate Conversation Pre-work (20 minutes)
4. Individual Exercise – Conversational Footprint Resolutions (10 minutes)
5. *** Break *** (15 minutes)
6. The Benefits of Framing (20 minutes)
7. Individual Exercise – Rewrite the Conversation (20 minutes)
8. Class Role Playing Exercises (60 minutes)
9. Wrap-up (10 minutes)