

# WORKSHOP AGENDA

**Date:**

**Location:**

## Mastering Crucial Conversations

- Navigating Crucial Conversations with Confidence and Clarity

### Objectives

- Learn effective communication techniques to navigate challenging conversations.
- Practice using structured methods to improve clarity and confidence.
- Develop tools to apply these skills in real-world scenarios.

### Materials

- Powerpoint Presentation
- Handouts: STATE Method Template & Infographic, Powerpoint Handout, Hotel Receipt Monolog, Notes Template

### Outcome

- By the end of the workshop, participants will have the tools and confidence to handle difficult conversations effectively, using clear, structured methods. They will leave with practical strategies, customized templates, and actionable insights to improve communication in their professional and personal interactions.

### Welcome and Introduction (10 minutes)

- Overview of workshop objectives.
- Icebreaker activity to set a collaborative tone.

### State Method Template (20 minutes)

*A Framework for Effective Conversations*

- Introduction to the STATE method
  - Share your facts.
  - Tell your story.
  - Ask for the other's viewpoint.
  - Talk Tentatively to show respect.
  - Encourage dialogue to keep communication open.
- Step-by-step explanation of the template.

### PowerPoint Presentation (30 minutes)

*Workplace Conflict*

- Overview of key communication principles and techniques.
- Interactive discussion to apply principles to workplace scenarios.

### Hotel Receipt Monolog (30 minutes)

- Explanation of the exercise: Using a hotel receipt to practice delivering clear and concise messages.
- Partner activity: Participants practice the monolog, focusing on tone, clarity, and engagement.
- Group feedback and discussion.

### Wrap-Up and Next Steps (10 minutes)

- Recap of key takeaways from the workshop.
- Commitment to applying skills in real-world conversations.
- Closing remarks and thank you.

**Notes**