

Difficult Conversations

Creating the Conditions for Shared Understanding

"A conscious leader invites thinking rather than reacting with quick actions and answers; otherwise, today's solutions become tomorrow's problems."

-Art Costa-

Difficult Conversations, International Interactions

Navigating difficult conversations is an essential dimension of effective leadership and meaningful human interaction. We can choose to avoid these moments, approach them with frustration or judgment, or engage in them with clarity, empathy, and purpose. The difference lies in intentionality. When handled with care, challenging conversations become opportunities to build shared understanding, cultivate psychological safety, and foster authentic, collaborative dialogue.

Participants will leave equipped with practical strategies, structured conversation frameworks, and refined communication techniques designed to strengthen relationships and promote mutual understanding.

Through calibration, participants will...

- Refine practices that balance meaningful support with clear accountability.
- Explore approaches that promote self-directed growth through intentional coaching stances.
- Strengthen the skills needed to engage in focused, evidence-based feedback conversations.

