

A woman with blonde hair and glasses is speaking, her mouth is open. She is wearing a dark green button-down shirt. The background is a blurred indoor setting.

Get  
Future  
Ready

Courageous  
Conversations



# Courageous Conversations

Being able to have brave conversations with empathy, understanding, and confidence at work is more important than ever. Whether it's providing honest feedback on poor performance, resolving conflicts between colleagues, or representing oneself in performance reviews, we all face moments where we need to address sensitive or challenging topics.

That's where this Courageous Conversations course comes in. It's designed to help you build the confidence and skills to handle these tough conversations with courage and clarity. By fostering open, honest, and constructive dialogue, you can strengthen relationships and navigate these situations more effectively.



## **Introduction to Courageous Conversations:**

Define courageous conversations by understanding their nature and exploring how they strengthen relationships and foster a supportive culture.

**The “Big 12” Practices:** Explore the twelve practices of courageous conversations by categorizing them into the groups of empathy, emotions, and respect.

**Key Skills Development:** Enhance communication by practicing active listening, effective questioning, building rapport, and using effective body language.

**Final Preparation:** Prepare for courageous conversations by identifying upcoming discussions and defining actionable steps to ensure they proceed effectively.

## The Experience

This course begins by exploring essential topics such as honest feedback, conflict resolution, appraisals, and addressing discrimination and harassment. Participants discover how these conversations can strengthen relationships and create a supportive workplace culture by challenging biases.

Next, participants master key skills, including active listening, effective questioning, building rapport, and body language. Participants are introduced to the TED (Tell me, Explain, Describe) model and engage in the interactive "Grasshopper" game to practice open-ended questions.

Building rapport is crucial, and we explore its importance in fostering trust and openness. Next, participants are introduced to the "Big 12," essential practices for courageous conversations. This segment equips participants with practical tools to navigate challenging discussions.

Finally, participants prepare for upcoming conversations by planning actionable steps to address identified issues.



# Objectives

Upon completion of this session, participants will be able to:



Define what constitutes a courageous conversation and identify its core elements and benefits in the workplace.



Explain the importance of open, honest, and constructive dialogue for building stronger relationships.



Demonstrate the use of focused listening, effective questioning, and rapport-building techniques.



Differentiate between effective and ineffective strategies before, during, and after a courageous conversation.



Assess personal attitudes, strengths, and areas for improvement in handling sensitive conversations.

## Duration

(1) 3-hour VILT session

## Target audience

Individual contributors, people leaders

## Class size

This course is designed for up to 25 participants.

## Available language

English

