

Easier Conversations Course Outline

	Stage 1: Listen Building a listening mindset	Stage 2: Engage Conversations with purpose	Stage 3: Change Important conversations for change
Macro skills	In the first module you will learn how to apply a listening mindset to familiar conversations.	The second module includes two modules where you will learn how to set an objective and how to use different styles for workplace conversations.	The final stage includes two modules where you will bring the skills together for more challenging workplace conversations.
Micro skills	We will cover the first three micro skills that are key to effective listening: <ul style="list-style-type: none"> • Minimals • Silence • Reflection 	We will revise the three micro skills from module 1, and learn three more micro skills: <ul style="list-style-type: none"> • Body Language • Summarising • Questioning 	We will revise the six micro skills from modules 1 and 2, and we will learn four more micro skills: <ul style="list-style-type: none"> • Focussing • Containing • Grounding • Facilitating Options
Learn and Practise	You will learn how to use each of these skills and practise these skills in everyday conversations (with people who may not even realise you are doing your homework!) as well as through role play examples.	You will learn how to use each of these additional skills and will practise these skills in conversations at work (your colleagues won't even need to know what you are doing!) as well as through role play examples.	You will learn how to use each of these additional skills and practise these skills through a series of structured role play examples.
Possible Role Play Scenarios	These scenarios may include: <ul style="list-style-type: none"> • Familiar conversations with family and friends • Social conversations 	<ul style="list-style-type: none"> • Conversations with close colleagues as well as colleagues / clients you don't know as well • Delegation • Regular catch-ups • Project updates • Coaching / mentoring conversations 	<ul style="list-style-type: none"> • Conversations with close colleagues as well as people outside your team Change in project scope • Managing poor performance • Handling an unexpected difficult conversation
Assessment	You will complete a role play using and everyday type conversation and record the details and your reflections about this in your logbook	You will complete and log role plays using: <ol style="list-style-type: none"> 1. Work conversation with a teammate, and 2. Work conversation with a new colleague 	You will complete roleplays using: <ol style="list-style-type: none"> 1. Complex work conversation with a teammate, and 2. Complex work conversation with a client or superior <p>You will be assessed on one of these conversations.</p>