



Difficult conversations to Collaborative conversations

Flagship Program 2022

About this Program



This program would help participants prepare themselves to convey difficult messages; across their stakeholders both personal and professional.

A powerful module that works on limiting beliefs and thinking traps with real-time role-play and practice. With all meetings and activities moving into the virtual world and people in lockdown situations; delivering difficult messages need tact and structure else they could easily be misunderstood.

A powerful methodology to convert difficult messages to collaborative messages by working on clarifying beliefs and intentions.

Program Objectives

- Recognize the importance of conversations as relationship builders
- Identify types of conversations that you find particularly difficult to have and discuss strategies to face them
- Reflect on the reasons why you find some conversations difficult
- Turn difficult conversations into more valuable "collaborative conversations"
- Start to have collaborative conversations that will improve your relationships

Program **Modules**

01. Introduction

02. Conversations are the backbone of relationships

- The characteristics of good relationships
- The need for conversations
- Stakeholder mapping

03. The myth of difficult conversations

- What are difficult conversations?
- What do we do when we face difficult conversations?
- What are the coping strategies with difficult conversations?
- Why do we find conversations difficult?
- What's behind our behaviour?



04. Collaborative conversations

- How to turn a difficult conversation into a collaborative conversation?
- What are the benefits of collaborative conversations?
- When to have collaborative conversations?



Conversations can make or break relationships!
It's imperative to converse.

- Jasmine Suri

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