

MASTERING COMMUNICATION:

FROM DIFFICULT TO
COLLABORATIVE CONVERSATIONS



About This Program



This program helps participants prepare themselves to convey difficult messages; across their stakeholders.

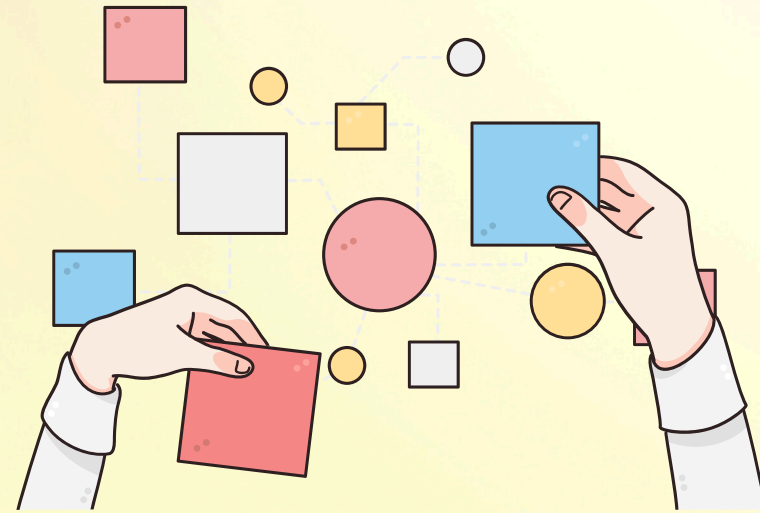
A powerful module that address limiting self-beliefs and thinking traps with real-time role-play and practice. As meetings and activities fluctuate between three work modes: In office, remote and hybrid, delivering difficult messages need tact and structure to prevent them from being easily misunderstood.

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

1.

Introduction

2.

Conversations are the backbone of relationships

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

3.

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 behavior?

4.

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





Thank You



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+91 98333 82306



Powai, Mumbai



jasmine@jasminessplayadiem.com



www.jasminessplayadiem.com