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| **Example Simple Training Agenda** |  |  |
| Timing | Topic | Roles, Activities & Materials | Learning Outcomes Supported |
| 9:30 – 9:40am (flex)  |  | Screen rotating, quotes; Music.  |  |
| 1. 9:40am
2. 9:45am
3. 10:00am
4. 10:10am
5. 10:20am
6. 10:40am – 11:35am
 | 1. Call to Order, and Intro
2. Warm Up (review of listening)
3. Training Intentions
4. Learning Outcomes and Agenda Context to Training – Skills/Systems/Culture; Skill-building’s relationship to change.
5. Reviewing themes: to small group exercise. (What are some of your practices that lead to better communication, share stories, share impact. What barriers do you encounter? What’s a “failure” you want to share and what you learned).
6. Feedback review
 | 1. Stop rotating screen; Jamie to do introduction and context setting.
2. (NL) Warm up exercise incorporates skills review (pairs, 4 minutes each: listen to what qualities make a great manager – Screen instructions and 4 levels of listening. Refer to page 12 in manual.
3. Flip chart pre populated
4. Outcomes & Agenda, Comm Competencies (8) Skills/Systems/Culture (9) sections will include skills review. Leads into themes
5. 7x7pair exercises. Need some sample questions (on screen) open ended question. Refer to page 12 – 15. Have them prepopulate more questions if they like.
6. Refer to page 16 – 19. Give examples on screen.
 | * Participants can identify the different levels of listening
* Participants will express desire to discuss issues with interpersonal communications with other managers
* Participants will use open-ended questions to foster understanding.
* Participants will demonstrate the ability to form supportive and developmental feedback.
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| 1. 11:35
2. 11:45
3. 11:55
 | 1. Communication Breakdowns
2. Intro to fixed mindset (focus on assumptions)
3. Wicked Question – How can you learn and use past experience AND be open to other possibilities?
 | 1. Page 22. Need 5 half flipcharts. Dot voting 4 per person.
2. Pygmalion screen/story.
3. Screen with question. 2x2 (use red/white cards). (Jamie to organize pairs and triads by this time).
 | * Participants will express desire to discuss issues with interpersonal communications with other managers
* Participants will use open-ended questions to foster understanding.
* Participants can identify when they’ve been influenced by fixed mindset
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| 12:15– 12:45 | Lunch Break | Think of challenging conversation and/or conflict. (should have triads set by now) |  |
| 12:45– 1:00 | Energizer – Warm Up  |  |  |
| 1. 1:00pm
 | 1. Empathy/Self Empathy
 | 1. Reference page.

Demo exercise with Diane in pairs (10x2) | * Participants can express how empathy can play a role in difficult conversations and conflict.
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| 1:45 | The conversation: Clarify Focus, Identify Goal, Develop Solutions, Create Accountability | 1. Short presentation
2. Guide document
3. Demonstration
4. Need volunteer for demo
 | * Participants will use the framework in a conversation
* Participants will express desire to discuss issues with interpersonal communications with other managers
* Participants will use open-ended questions to foster understanding.
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| 2:05– 2:20 | Break | Also, get volunteer and work with them for demo |  |
| 2:20 – 3:403:40 – 4:00 | More practice – Coaching a in a difficult situation: conflict; problem-solving; resistance; emotionPreparing for tough conversation - worksheet | Practice (Triads); individuals should bring a tough situation they want to be coached on. Each person will practice coaching each other to help move them to an goals/action. Observer will give feedback. (15 + 3) x (15 + 3) x (15 + 3)Debrief | * Participants will use the framework in a conversation
* Participants will express desire to discuss issues with interpersonal communications with other managers
* Participants will use open-ended questions to foster understanding.
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| 4:00– 4:30 | Closing | Activity: Large GroupHeart, Head, Hand (Next steps activity). Evaluation | Support ongoing learning: Actions, Commitments |