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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. |
| 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 |
| 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. |
| 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. |
| 2:05– 2:20 | Break | Also, get volunteer and work with them for demo |  |
| 2:20 – 3:40  3:40 – 4:00 | More practice – Coaching a in a difficult situation: conflict; problem-solving; resistance; emotion  Preparing 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. |
| 4:00– 4:30 | Closing | Activity: Large Group  Heart, Head, Hand (Next steps activity).  Evaluation | Support ongoing learning: Actions, Commitments |