

AGENDA · RUNNING ORDER

Communication and conflict

C-me Communication and conflict workshop agenda – a two-hour session spanning communication styles, feedback, challenging conversations, healthy conflict and reflection.

2 hrs

TOTAL TIME

8

EXERCISES

1

BREAK

 	5 min	Intro and aims
 	5 min	Individual reflection: communication style – exercise 1
 	10 min	Group reflection: communication style – exercise 2
 	10 min	Effective and ineffective communication – exercise 3
 	10 min	Verbal communication styles – exercise 4
 	10 min	Effective communication by email – exercise 5
 	5 min	Feedback
 	10 min	<i>Break</i>
 	15 min	Challenging conversations – exercise 6
 	15 min	Healthy conflict – exercise 7
 	10 min	Diffusing tension – exercise 8
 	5 min	360 perspective
 	10 min	Individual and team reflection