Timed Agenda and Outline:

3 hours

Part 1: Understanding Difficult and Necessary Conversations 60 Minutes

1. Introductions 10 Minutes
2. Presenters – What brought us here? Case examples
3. Who is in the room?
4. What makes “difficult conversations so difficult? 10 Minutes
5. Why do we avoid them?
6. What makes “difficult conversations so necessary”? 10 Minutes
7. Costs
8. Benefits
9. Survey Attendees on Nature of Necessary Conversations 10 Minutes
10. Small Group Discussions About Experiences with Necessary Conversations 10 Minutes
11. Debrief of Small Group Discussions 10 Minutes

Break: 10 minutes

Part II: Deconstruction of Necessary Conversations 60 Minutes

1. With Client(s): 15 Minutes
   * Initial Consultation
   * Prepping for Meetings
   * Addressing Unhelpful Behavior
   * Addressing Competency or Emotional Readiness/Regulation
   * Shifting to more Useful Behavior
2. With Professionals (One on One) and Professionals and Clients (In Team Meetings): 15 Minutes

* Not Acting “Collaboratively”
* Positioning Client
* Ineffective Communication (Verbal and Non-Verbal)
* Poor Interpersonal Relationships

1. With Ourselves: 15 Minutes

* Am I at my best? Self-assessment
* Understanding my triggers?
* Being aware of my biases?
* Owning my behavior
* Checking - in
* Making the “shift”- Being mindful

1. Practicing What We Preach: 15 Minutes

* What are we and aren’t we doing?
* How can we do this better?
* How can we model behavior for the clients?
* Necessary Conversations at the pre and debriefs
* How to utilize the Facilitators to assist in skill development

Break: 10 Minutes

Part III: Role Play of Necessary Conversations – 20 minutes

Part 1V: Takeaways and Questions and Answers - 15 Minutes

Evaluations: 5 Minutes