

C-me Communication and conflict workshop agenda (2hrs)

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

