



Nonprofit Network

Communication and Conflict Management

Syllabus and Timeline

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*"IT'S IMPORTANT TO MAKE SURE WE'RE TALKING WITH EACH OTHER IN A WAY THAT HEALS,
NOT IN A WAY THAT WOUNDS." Barak Obama*

Course Sessions & Timeline

A total of seven course sessions are held once monthly over seven-months and are ninety-minutes in length except the final session which is one hour.

Session 1 – (90 Minutes)

Homework to be completed PRIOR to the first session:

- Review – Syllabus and Timeline.
- Reading – Crucial Conversations: Tools for Talking When Stakes are High: Chapter 1 (What's a Crucial Conversation, And Who Cares?) & Chapter 2 (Mastering Crucial Conversations, The Power of Dialogue).

Session 2 – (90 Minutes)

Homework to be completed PRIOR to the second session:

- Reading – Crucial Conversations: Tools for Talking When Stakes are High: Chapter 3 (Start with Heart, How to Stay Focused on What You Really Want) & Chapter 4 (Learn to Look, How to Notice When Safety is at Risk).
- Activity – Identify "Your Style Under Stress by taking the Test (Pages 63 – 67) and then calculate your "Style Under Stress Score) (Pages 67 – 69). This is for self-reflection only and there is no need to share if you choose not to.

Session 3 – (90 Minutes)

Homework to be completed PRIOR to the third session:

- Reading – Crucial Conversations: Tools for Talking When Stake are High: Chapter 5 (Make it Safe, How to Make it Safe to Talk About Almost Anything) & Chapter 6 (Master My Stories, How to Stay in Dialogue When You're Angry).
- Activity – Practice Creating Contrasting Statements. (Pages 89 – 90)
- Activity – If/when you have a tough conversation take a step back and be aware of your motives and ask yourself “What do I really want here?”

Session 4 – (90 Minutes)

Homework to be completed PRIOR to the fourth session:

- Reading – Crucial Conversations: Tools for Talking When Stakes are High: Chapter 7 (STATE My Path, How to Speak Persuasively, Not Abrasively) & Chapter 8 (Explore Other's Paths, How to Listen When Others Blow Up or Clam Up).

Session 5 – (90 Minutes)

Homework to be completed PRIOR to the fifth session:

- Reading – Crucial Conversations: Tools for Talking When Stakes are High: Chapter 9 (Move to Action, How to Turn Crucial Conversations into Action and Results) & Chapter 10 (Yeah, But, Advice for Tough Cases).
- Activity – Choose one of the 17 examples outlined in Chapter 10 and share what you agree with regarding the proposed solution or what you would do differently using the skills you have learned.

Session 6 – (90 minutes)

Homework to be completed PRIOR to the sixth session:

- Reading – Crucial Conversations: Tools for Talking When Stakes are High: Chapter 11 (Putting it all Together, Tools for Preparing and Learning).
- Reading – Empowering Questions
- Reading – Disempowering Questions
- Reading – Seven Levels of Listening
- Reading – Listening Barriers

Session 7 – Wrap-up, Review and Graduation Celebration! (One hour)

Homework to be completed PRIOR to the seventh session:

- Activity – Practice having two crucial conversations
- Be prepared to ask clarifying questions around any of the work