

Communication and Conflict Workshop Agenda

- 5 mins **Aims**
- 5 mins **Individual reflection communication style – Exercise 1**
- 10 mins **Group reflection communication style – Exercise 2**
- 10 mins **Effective and Ineffective Communication – Exercise 3**
- 10 mins **Verbal Communication Styles – Exercise 4**
- 10 mins **Effective Communication by Email – Exercise 5**
- 5 mins **Feedback**
- 10 mins **BREAK**
- 15 mins **Challenging Conversations – Exercise 6**
- 15 mins **Healthy Conflict – Exercise 7**
- 10 mins **Diffusing Tension – Exercise 8**
- 5 mins **360 Perspective**
- 10 mins **Individual and Team Reflection**