

This workshop design incorporates a mix of presentations, group discussions, interactive exercises, and role-playing activities to engage participants and provide practical skills they can apply in real-life situations. Each session builds upon the previous one, culminating in a comprehensive understanding of effective communication in challenging scenarios

### **9:00 AM - 9:30 AM: Welcome and Introduction**

- Introduction of faculty and participants
- Overview of the workshop objectives and Chatham House Rules

### **9:30 AM - 10:30 AM: Understanding Communication Styles**

- Icebreaker activity to explore different communication styles
- Presentation on the importance of understanding communication styles in effective communication
- Group discussion and exercises to identify personal communication styles

### **10:30 AM - 10:45 AM: Morning Break**

### **10:45 AM - 12:30 PM: Conflict Resolution Techniques**

- Presentation on the nature of conflicts and their impact on communication
- Strategies for managing and resolving conflicts constructively
- Role-playing exercises to practice conflict-resolution techniques

### **12:30 PM - 1:30 PM: Lunch Break**

### **1:30 PM - 3:00 PM: Breaking Bad News Compassionately**

- Discussion on the challenges of delivering bad news and its importance in various contexts (personal, professional)
- Techniques for delivering bad news with empathy and compassion
- Case studies and role-playing exercises to practice delivering bad news

### **3:00 PM - 3:15 PM: Afternoon Break**

### **3:15 PM - 4:30 PM: Providing Effective Feedback**

- Presentation on the principles of giving and receiving feedback
- Guidelines for delivering constructive feedback that promotes growth and development
- Interactive exercises and role-plays for giving and receiving feedback

### **4:30 PM - 5:00 PM: Handling Difficult Conversations**

- Identification of common barriers to effective communication during difficult conversations
- Strategies for preparing for and navigating through difficult conversations.

### **5:00 PM: Workshop Conclusion – Summary of Key learning points and feedback**