

# Toolkit

## Courageous Conversations



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## Welcome to your Courageous Conversations Toolkit.

### **What is a Toolkit?**

A set of practical activities and conversation starters to facilitate with your team to keep important topics on the agenda.

### **How many colleagues could you train at one time?**

Ideally groups of 2 - 15 learners, although many activities can be adapted for one-to-ones too.

### **When can you run the session?**

As part of formal training session, during a team meeting, induction, or one-to-one development.

### **Where can you hold the training?**

Online using a platform that has breakout room capability, in a training room, in the office, or on-the-job.

### **Who could attend these sessions?**

Content is suitable for use with colleagues from any function or level, including new starters.

### **How long do I need?**

Activities are typically 20-60 minutes duration.

### **Can I customise the content?**

You can easily relate the learning to your own organisation's policies, processes, and guidance, as appropriate. An action planning sheet has been included to help learners record at least three role-specific actions at the end of every session.



# Preparation

## Before running a session...

### Prepare:

- Familiarise with the session's objectives, topics, and materials. Ensure you understand the learning outcomes and feel comfortable to guide the discussion.
- Collect any necessary materials, such as slides, handouts, or video content or tech.
- Consider potential questions that might arise during the session and digest the supporting information included in the toolkit.

### Communicate:

- Reach out ahead of the session to let your team know what topics you intend to discuss, giving them an opportunity to ask questions or share any concerns.
- Optionally you can share the activity links with people beforehand so they can familiarise with the topic ahead of time.

### Position:

- Ensure all participants know the role they play in creating a 'safe space' (respectful, non-judgmental and confidential) for everyone to share thoughts and feelings and to learn together.
- Create an opportunity for individuals to reach out following the session to ask questions or share thoughts privately if preferred.



# ACTIVITY #1

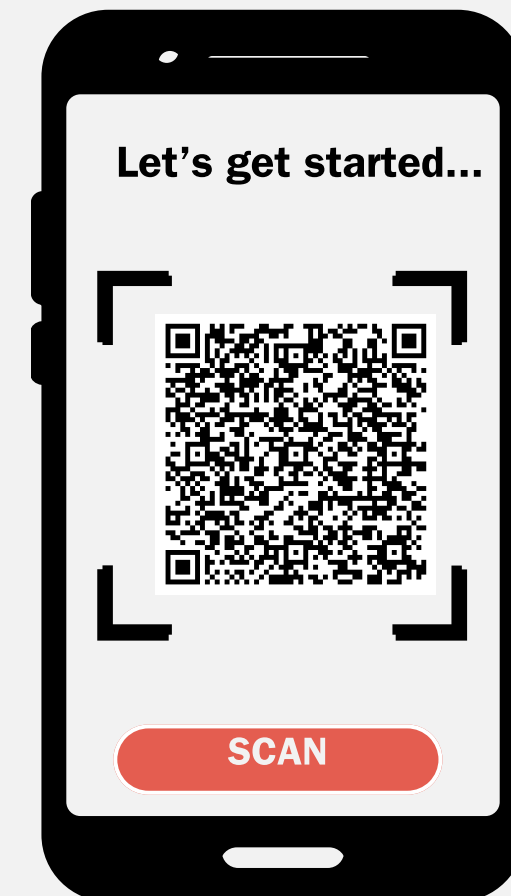
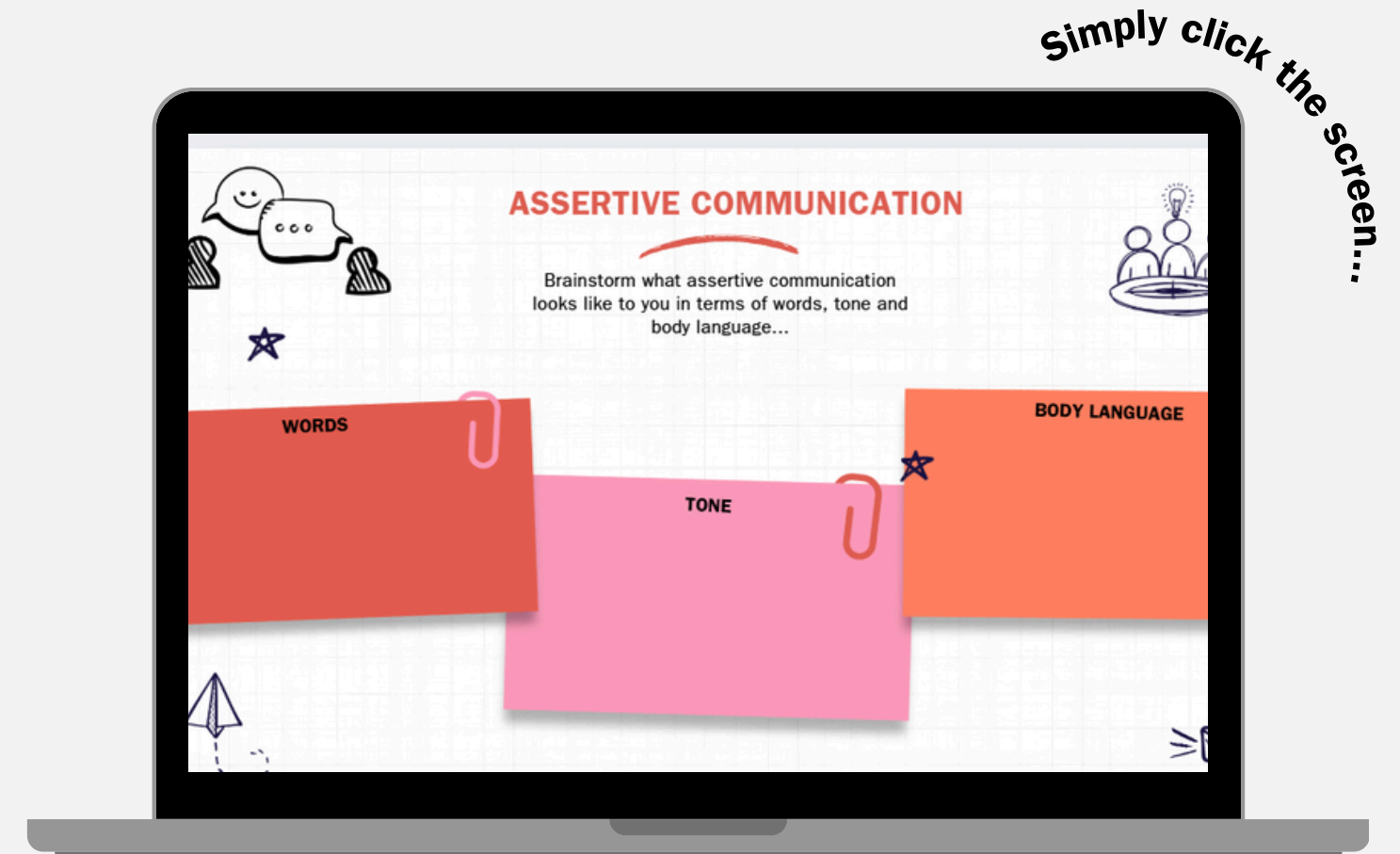
## WIN-WIN

# COMMUNICATION

SHARE



Follow the instructions on the next page →



Share the activity link and let's get started...

# Instructions

20-30 min activity

1

- Begin with a question to the group: "What do we mean by aggressive, passive and assertive communication?"
- Ask participants to share their thoughts and capture somewhere visible.
- Refer to the Assertive Communication Triangle handout to place a spotlight on the benefits of assertive behaviours in being more likely to bring us a win-win outcome.

2

- Delve deeper into what words, tone and body language we might use for assertive communication.
- i.e Confident, relaxed body language; eye contact; open gestures; calm but strong tone; succinct rather than verbose; friendly but firm; looking to seek action & agreement.

3

- Divide participants into 3 groups to discuss a Win-Win, Lose-Win or Win-Lose scenario (real or imagined), reflecting on the role of aggressive, passive and assertive communication.
- Bring the group back together and if participants feel comfortable to, discuss each example discussed in their small groups. Exploring what could have been done differently for a better outcome.

# ACTIVITY #2

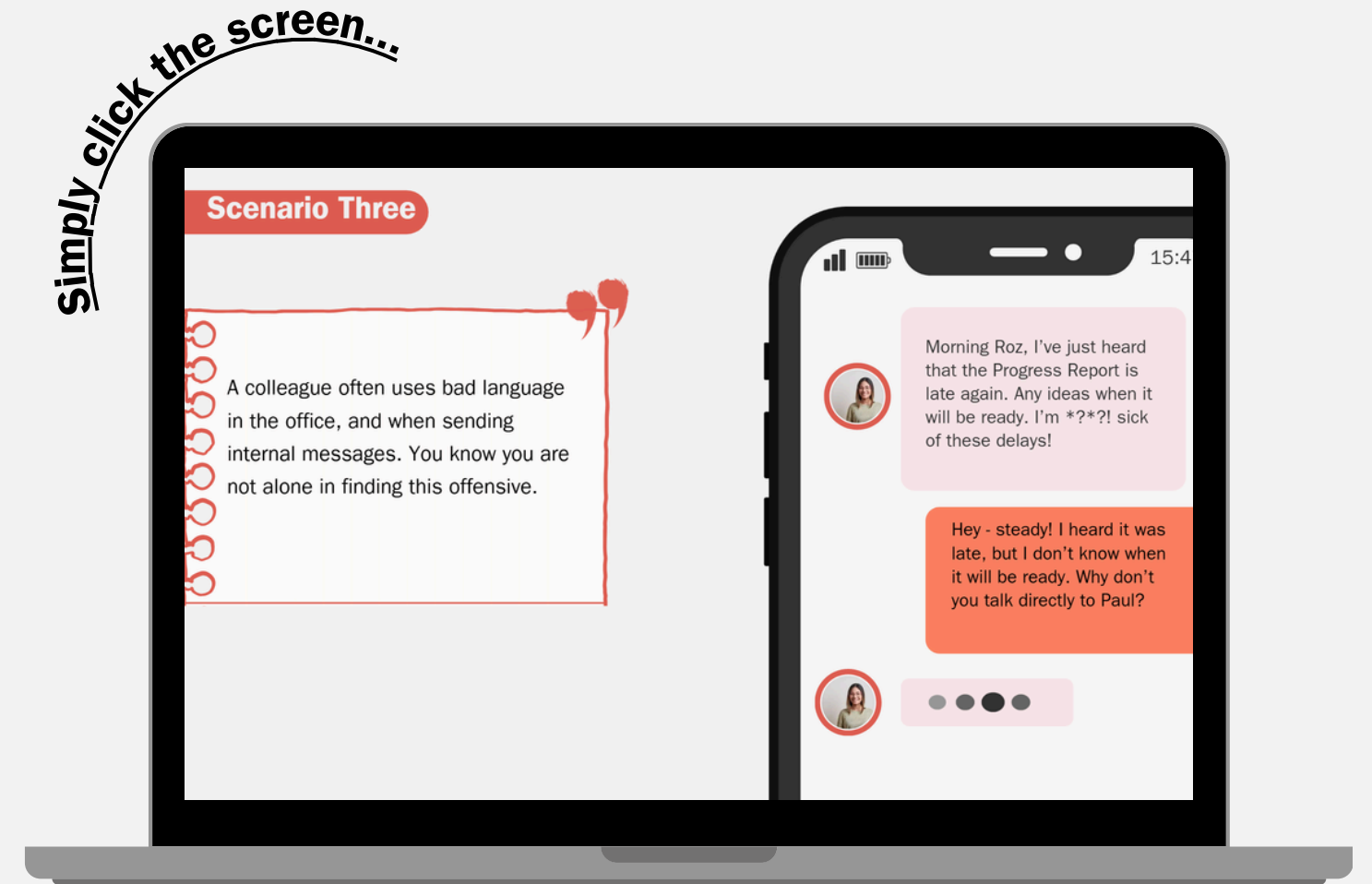
## THE 'WAIT A S.E.C.'

### TECHNIQUE

SHARE



*Follow the instructions on the next page* →



# Instructions

20-30 min activity

Share the activity link and let's get started...

1

- Introduce the Wait a S.E.C. approach and step through the example of it in practice.

2

- In pairs, ask participants to work through the four scenarios applying the Wait a S.E.C. framework.

3

- Bring the group back together to share an example each inviting feedback from the group.
- Refer to the discussion notes on the following page.

# Discussion Notes

## Scenario 1: Example Approach:

- **Wait** - Consider the other situations Carlos has been late and make a note. Take a moment to consider whether there may be reasons for the lateness that you don't know about.
- **Situation** - "I noticed you were late to our meeting this morning. We discussed timekeeping recently and the impact of being late to meetings."
- **Effect** - "I find it frustrating when we have such a short amount of time together, and often a busy schedule with no flexibility run over. If we start late, it creates a time pressure which I find uncomfortable."
- **Change** - "We all value your input and feel it's important to include you from the beginning of the meeting. Are there any barriers we need to explore together to joining us on time going forward?"

## Scenario 2: Example Approach:

- **Wait** - Recognise how having to raise this conversation with your colleague is making you feel.
- **Situation** - "Earlier I noticed that during the meeting with the client, you were wearing flip-flops and shorts. It's been a hot week, so I understand the need to stay comfortable."
- **Effect** - "I felt a bit concerned, as I've been working to build a strong rapport with this client, and I want to ensure we continue making the best impression possible. Sometimes, a more formal look helps set the tone for professional meetings, especially with corporate clients."
- **Change** - "Going forward, could we consider keeping the dress code a bit more polished for client meetings? I think it would reinforce the hard work we've both put into this contract and help set the right expectations."

## Scenario 3: Example Approach:

- **Wait** - Consider what impact your colleagues' language has on you and how you feel about raising the topic with them.
- **Situation** - "I've noticed that there's sometimes strong language used in the office and in some of the internal messages you send."
- **Effect** - "I appreciate we all have different tolerance levels to different language but I do find it a bit uncomfortable, especially in the context of a dynamic work environment."
- **Change** - "I wondered if you'd be open to keeping the language more neutral in the future?"

## Scenario 4: Example Approach:

- **Wait** - Be empathetic, the person might not realise their choice of words might impact others.
- **Situation** - "I've noticed that expressions like 'that's so crazy' are used sometimes in our team conversations."
- **Effect** - "There might be team members who feel uncomfortable with that language. For example, some people with personal experiences related to mental health might find it unsettling."
- **Change** - "I appreciate what you were trying to say and that not everyone will be impacted but maybe you could consider alternative expressions, to help create a mindful environment where everyone feels included."

# Your Action Plan

One thing I will stop doing...

One thing I will start doing...

One thing I will do differently...

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