



Better Conversations

Introduction to Better Conversations

Course Handbook

1. What to Expect
2. What's Expected of You
3. Learning Outcomes
4. Course Agenda
5. Safe Practice and Confidentiality
6. Support Between Sessions
7. Course Instructors
8. Prompt for Module 1



Better Conversations

Introduction to Better Conversations

1. What to Expect

This course comes to you from a dedicated group of facilitators and trainers who have your best interests at heart: to learn and experience the power of better connections through better conversations. We're making sure the five hours you experience with us are of a high calibre. Here's some things to expect

- Handouts with each session that will give you something to anchor what you've heard, visually
- Content that is right-sized to an hour that can be absorbed and integrated between modules
- A sequence of models and exercises that will build on one another, so that by the end, you'll have new skills and awareness of how to have better conversations.
- Expert facilitation that is paced, and deliberate in its design
- Exercises that allow you to learn and practice both as a whole group and smaller groups
- Time for reflection of learnings at the end of each session
- Fieldwork (like homework only more enjoyable) between sessions to solidify your learnings
- A way to be in touch with us between sessions should you have questions

2. What's Expected of You

- To participate and be prepared to share some of your own experiences related to the course content
- To be seen and heard during each module - just like you would in a room based class



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3. Learning Outcomes

Our desired outcomes for you are

- Increased awareness of your own state
- Noticing and getting curious about your conversation partner's state
- When conversations are not going so well to notice the relational aspects
- Grow your listening, questioning and curiosity skills
- To know your own outcomes (for Better Conversations) and how to achieve them

4. Course Agenda

- Module 1 State management - why how we feel makes a difference
- Module 2 Assumptions - how
- Module 3 Drama Triangle
- Module 4 Questions of enquiry
- Module 5 Bringing it all together and practice

Each module will follow a similar format of:

- Introductions, welcome and set up
- Introduce module topic
- Group exploration and practice of module topic
- Debrief and learning reflections
- Next steps and close



Better Conversations

5. Safe Practice and Confidentiality

We've found that sometimes people can be very enthusiastic with the use of the tools we teach and, at this introductory stage, we'd like to gently caution you.

- Better conversations can happen just with the shift in noticing, so start there.
- As the course goes on we'll give you straightforward but powerful concepts and tools which will help you have better conversations.
- As you develop new skills using the models and approaches, it is important not to impose your new skills, questions and listening skills on your conversation partners in a way that is too far from what they are used to... we'll teach you ways to have a light touch to your new conversational habits.

Also, we ask that you keep what you see and hear in this course to yourself; by all means share your experience and learnings but keep other people's stories, contributions and situations within the group.

This course attracts people from all walks of life, and some of our participants have personal or professional reasons for keeping their participation private. Unless you have their permission please do not disclose the names of any participants.

6. Support Between Sessions

Please use this email to contact us if you have any questions or need support hello@amphora.solutions and one of the team will be in touch.

7. Course Facilitators

Depending on which days you attend, will include:

- Catherine Daley
- Sarah Scaratt
- Andrea Chiou
- Simon Coles

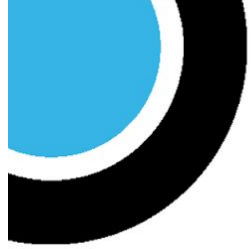


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8. Prompt for Module 1

What kind of Better Conversations would you like to have as a result of this course?

Use the space below to respond however you like.



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