



# DIFFICULT CONVERSATIONS COURSE CHECKLIST

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- Module 1: Welcome + Course Overview
- Module 2: Defining Difficult Conversations
  - Lesson 1: Welcome
  - Lesson 2: Why We Avoid Difficult Conversations
  - Lesson 3: Why are they Important?
- Module 3: Building Trust + Safety
  - Lesson 1: Welcome
  - Lesson 2: Building Self-Trust
  - Lesson 3: Building Trust with Others
- Module 4: Before the Conversation
  - Lesson 1: Welcome
  - Lesson 2: Prepare with the FBI Framework



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- Module 5: During the Conversation
  - Lesson 1: Welcome
  - Lesson 2: Communication Techniques + Tools
  - Lesson 3: Conversation Formatting
- Module 6: After the Conversation
  - Lesson 1: Welcome
  - Lesson 2: After the Conversation
- Module 7: Clarifying Expectations + Accountability
  - Lesson 1: Welcome
  - Lesson 2: Identifying Patterns  
& Preparing for the Future
- Module 8: Celebrate + Course Wrap-Up