



DIFFICULT CONVERSATIONS COURSE CHECKLIST

- Module 1: Welcome + Course Overview (6:11)
- Module 2: Defining Difficult Conversations
 - Lesson 1: Welcome (3:14)
 - Lesson 2: Why We Avoid Difficult Conversations (10:51)
 - Lesson 3: Why are they Important? (10:25)
- Module 3: Building Trust + Safety
 - Lesson 1: Welcome (3:29)
 - Lesson 2: Building Self-Trust (5:33)
 - Lesson 3: Building Trust with Others (7:45)
- Module 4: Before the Conversation
 - Lesson 1: Welcome (4:34)
 - Lesson 2: Prepare with the FBI Framework (5:24)



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- Module 5: During the Conversation
 - Lesson 1: Welcome (0:48)
 - Lesson 2: Communication Techniques + Tools (10:01)
 - Lesson 3: Conversation Formatting (6:02)
- Module 6: After the Conversation
 - Lesson 1: Welcome (0:47)
 - Lesson 2: After the Conversation (8:53)
- Module 7: Clarifying Expectations + Accountability
 - Lesson 1: Welcome (0:44)
 - Lesson 2: Identifying Patterns & Preparing for the Future (3:57)
- Module 8: Celebrate + Course Wrap-Up (1:24)