CONVERSATIONS THAT MATTER

Executive summary

FEELS LIGHT. RUNS DEEP.



The Experience (3 hours, in person, team)

Participants laugh at how easily communication goes wrong, then ***discover a robust method for the conversations where clarity, care and courage really matter.***

Improv-based listening activities make misunderstanding visible and memorable. Participants then learn **COILED - Context, Observation, Impact, Listen, Establish a solution and Definite agreement** - and practise it in realistic fictional scenarios with structured feedback and a second attempt.

Business value

WHAT PEOPLE EXPERIENCE

- A lively, psychologically safer way to explore communication habits
- A practical method that is easy to remember under pressure
- Repeated practice in giving feedback and hearing another perspective
- Greater confidence preparing for conversations that are easy to postpone

WHY IT MATTERS TO THE BUSINESS

- Helps issues surface earlier, before ambiguity and avoidance become more costly
- Improves specificity, listening, shared problem-solving and accountability
- Creates a common conversation framework across levels and functions
- Moves learning beyond awareness through practice, observation and retry

The practical case

- **Format:** 3 hours | In person | Practice-led | Fictional workplace scenarios | Suitable across levels
- **Best suited to**: managers, project teams, cross-functional groups, client-facing teams and employees who need to give clearer feedback or navigate tension
- **Return on investment**: participants leave with one repeatable method and a preparation tool they can use immediately. Adoption can be followed through confidence and usage pulse checks, manager observation and the quality of next-step agreements

An experience employees enjoy in the moment - and continue to think about afterwards.