

# Caliper University Course Overview

## Moving from Difficult to High Impact Conversations

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### Learning Objectives

1. Identify conversations needing a “high impact” approach
  2. Create conversational safety and move toward desired action
  3. Shift the focus of difficult conversations for a win-win outcome
  4. Reframe the course of a conversation to achieve more effective outcomes
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### Course Outline

#### High Impact Conversations and the Caliper Profile

Content: Introduce concept of “high impact” conversations, review the Caliper Profile connection

Activities: Group discussion of what makes conversations “high impact” and why these conversations are important, group discussion of Caliper Profile communication styles and how they affect “high impact” conversations

#### Stop, Look, Listen, and Proceed

Content: Detailed review of the “Stop, Look, Listen, and Proceed” model for high impact conversations, including checking assumptions, addressing the right topic, Caliper Profile connections, assuring the outcome with shared goals and shared respect, and the Caliper Model of Proceeding with High Impact

Activities: Series of individual, small group, and large group activities designed to have learners identify a necessary “high impact” conversation and develop a detailed, specific action plan for successfully having this conversation

#### Application and Reflection

Content: Review the model and confirm the individual action plans for key “high impact” conversations

Activities: Review action plan through individual reflection on next steps

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### Take Home Resources

Individual Results | Caliper Profile Insight Report

Handout | Copy of Workshop Presentation

Handout | Course Summary

Worksheet | Action Plan for Moving from Difficult to High Impact Conversations