PRIYA SUPER / COMMUNICATION

# Conversations That Move Work Forward

## Clarity, Conflict & Connection Across Generations

**1 day | 6 learning hours | English or Bahasa Malaysia**

When a decision stalls, a handover breaks down or feedback becomes personal, another meeting may not solve it. Priya helps people prepare and practise the conversation that uncovers the real issue and turns it into an agreed next step.

Help teams surface problems earlier, reduce avoidable misunderstandings and leave difficult conversations knowing who will do what next.

### WHO IT IS FOR

Team leaders, supervisors, managers and cross-functional teams who need to resolve friction, align expectations and keep work moving.

### WHAT YOUR TEAM WILL BE ABLE TO DO

1. Identify whether a bottleneck comes from unclear expectations, competing priorities, authority or relationships.
2. Give clear direction and behaviour-based feedback while listening to the other perspective.
3. Adapt communication across ages, experience levels and working preferences without relying on stereotypes.
4. Address conflict respectfully and agree actions, decision owners, deadlines and escalation points.

### BUILT AROUND YOUR WORK

Scenarios can focus on cross-department handovers, senior-junior expectations, delayed approvals, performance feedback or competing priorities. Language and examples are agreed for your group.

### PRACTICE & TAKEAWAYS

Leave with a bottleneck diagnosis sheet, conversation planner, feedback prompts and an action/follow-up checklist. Observed role-play checks listening, clarity, respectful challenge and a specific agreement.

WORKSHOP FLOW

# Conversations That Move Work Forward

09:00-10:30

## Find the conversation behind the bottleneck

Diagnose a stalled approval, missed handover or repeated misunderstanding. Separate facts from assumptions and define the decision needed. Practice: turn a vague complaint into a clear conversation opening.

10:45-12:15

## Bridge differences and build understanding

Explore expectations around feedback, response time, channels and authority across generations. Ask about individual preferences and agree team norms. Practice: resolve a message that two colleagues interpret differently.

13:15-14:45

## Address conflict without losing the relationship

Listen for concerns, describe behaviour and impact, ask useful questions and find shared goals. Practice: a missed deadline or competing-priority conversation; receive feedback and try the conversation again.

15:00-16:30

## Turn a difficult conversation into movement

Clarify the decision, options, owner and deadline; agree what happens if the work remains blocked. Practice: a cross-team bottleneck with a documented agreement and a follow-up check-in.

PREPARATION & DELIVERY

Bring one anonymised bottleneck or workplace conflict. Agree typical team situations with Priya before the workshop. A room suitable for paired and group practice is required.

Short demonstrations, realistic role-play, guided reflection, peer feedback and a second attempt to apply the feedback.

Breaks and lunch are outside the learning hours. Tell Priya your team size, daily challenges and preferred dates to shape the programme.