Facilitator guide

Better team conversations

Alex Morgan · 12 November 2026 · 60 minutes

Learning objectives

Recognize unclear requests.
Practice asking useful follow-up questions.
Agree one habit to try next week.

Audience

Team leads and project partners

Preparation

Pens, sticky notes and one workbook per participant.

Print one workbook and feedback sheet per participant. Keep this guide with the facilitator. Review the timings and instructions before the session.

1. A good conversation

Elapsed time 0–10 minutes · 10 minutes

Participant instructions

Think of a conversation that helped you move forward. What did the other person do? Write three observations, then compare with a partner.

Facilitator notes

Invite pairs to share one observation. Capture common themes without naming colleagues.

Notes from the session

2. Make the request clearer

Elapsed time 10–30 minutes · 20 minutes

Participant instructions

Rewrite this request: 'Can you fix the report soon?' Specify the result, owner and timing. Compare your version with a partner and identify what still needs clarification.

Facilitator notes

Allow five minutes of individual writing and ten minutes in pairs. Use the final five minutes to compare different versions. There is no single correct answer.

Notes from the session

3. Try a better question

Elapsed time 30–50 minutes · 20 minutes

Participant instructions

In pairs, choose a fictional unclear request. Take turns asking questions that reveal the expected outcome and constraints. Record your two most useful questions.

Facilitator notes

Model a neutral question first. Ask pairs to avoid confidential workplace examples.

Notes from the session

4. One habit for next week

Elapsed time 50–60 minutes · 10 minutes

Participant instructions

Choose one question you will use next week. Write when you will try it and how you will know it helped.

Facilitator notes

Offer an optional share-out. Leave time for participants to complete their feedback sheet.

Notes from the session