Better team conversations

Participant workbook · 12 November 2026

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Team leads and project partners

What you will work on

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

Your agenda · 60 minutes

0–10 min A good conversation

10–30 min Make the request clearer

30–50 min Try a better question

50–60 min One habit for next week

Bring or prepare

Pens, sticky notes and one workbook per participant.

1. A good conversation

Better team conversations · 10 minutes

Your task

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

Ideas, answers and observations

2. Make the request clearer

Better team conversations · 20 minutes

Your task

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.

Ideas, answers and observations

3. Try a better question

Better team conversations · 20 minutes

Your task

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

Ideas, answers and observations

4. One habit for next week

Better team conversations · 10 minutes

Your task

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

Ideas, answers and observations

Take it into practice

Better team conversations

One thing I want to remember

One action I will try, and when