



University of Phoenix®
Professional Development



Brave Conversations in the Workplace



Build a better you



Skill-focused



Self-paced



Job-ready



This course offers 30 professional development credits (PDCs) for SHRM-CP® or SHRM-SCP® recertification.¹

This Program, ID No. 630277, has been approved for 30.00 E-Learning recertification credit hours toward aPHR™, aPHRi™, PHR®, PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®).

¹ SHRM is a registered trademark of Society for Human Resource Management.

Course overview

In about 30 hours, the Brave Conversations in the Workplace professional development course will explore how having difficult conversations can lead to a more welcoming and safe working environment. Discover the foundations of facilitating open communications by leading from the middle, understanding different views and interpretations and creating effective shared meanings for inclusive team building.

Skills you'll learn

- Evaluate the characteristics of a safe workplace
- Develop EQ and empathy in the work environment
- Apply effective feedback and mentoring principles
- Foster inclusive team building through shared meanings





Key topics

- Creating Safe Spaces
- Developing EQ and Empathy
- Effective Feedback and Mentoring
- Creating Effective Shared Meanings



Course outline

1 of 2

Course Introduction

- Course Welcome
- Getting Started

Module 1: Creating Safe Spaces

- Introduction to Creating Safe Spaces
- Safe Working Environments
- Building a Safe Space
- Foundations of Brave Conversations
- Creating Safe Spaces Skills Assessment

Module 2: Developing EQ and Empathy

- Introduction to Developing EQ and Empathy
- EQ for Brave Conversations
- Being Comfortable with Discomfort
- Benefits of EQ and Empathy Skills
- EQ and Empathy Skills Assessment

Module 3: Effective Feedback and Mentoring

- Introduction to Effective Feedback and Mentoring
- Effective Communication and Situational Appropriateness
- The Right Time to Talk
- Creating Expectations of Belonging
- Effective Feedback and Mentoring Skills Assessment



Course outline 2 of 2

Module 4: Creating Effective Shared Meanings

- Introduction to Creating Effective Shared Meanings
- Shared Meaning for Inclusive Team Building
- Finding Middle Ground
- Moving the Conversation Forward
- Creating Effective Shared Meanings Skills Assessment



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Ready to start learning?

Start building new skills one course at a time.

Have questions? Visit

<https://www.phoenix.edu/professional-development/faqs/>