

Courageous Candour: Communicating with Clarity and Care

Most of us avoid hard conversations — not because we don't care, but because we care too much about being liked, keeping the peace, or protecting feelings. The irony? Staying silent often does more harm than speaking up. This session introduces Courageous Candour — a research-backed communication framework that combines genuine care with honest challenge. Participants will learn why avoidance is a hidden cost to team performance and trust, and walk away with practical tools to give feedback with both confidence and compassion.

Learning Objectives

- Identify which communication quadrant you default to — and why it matters
- Recognise the real cost of avoiding honest feedback on individuals, teams, and culture
- Apply at least one practical tool (the three-part formula, coaching questions, or candour phrases) to a real conversation

Content Outline

The Case for Candour

- Why staying silent costs more than speaking up — for people and teams
- What honest challenge actually produces: trust, growth, and performance
- Introducing Courageous Candour — care personally, challenge directly, both at once

The Four Communication Zones

- A framework for mapping how you communicate: four zones, one goal
- Why most people default to Soft Avoidance — and what it quietly costs
- How to recognise your zone and shift toward Courageous Candour

Building Your Candour Muscle

- A three-part feedback formula you can use in any conversation
- Words that open dialogue — and words that shut it down
- How to stay grounded and curious when people push back