Using AI to Prepare for Difficult Conversations Course

This course, provided in partnership with ADR Vantage, Inc., shows you how to use Claude and other free AI tools as a personal preparation coach to plan and navigate difficult conversations with confidence.

> Group classes in Live Online and onsite training is available for this course. For more information, email onsite@graduateschool.edu or visit: https://www.graduateschool.edu/courses/using-ai-to-prepare-for-difficult-conversations-course

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Course Outline

Module 1: Why AI? Setting the Stage
- The avoidance cycle and what it costs us.
- What AI can and cannot do in conversation preparation.
- Overview of tools: Claude, ChatGPT, Gemini, and Pi.
- The personalization gap and why generic prompts produce generic results.
- Your first prompt, including unguided practice and debrief.

Module 2: Teaching AI Who You Are
- The four dimensions of communication style: directness, warmth, formality, and emotional expression.
- Building your Communication Style Profile.
- Putting your profile to work through before-and-after comparison.
- Common profile mistakes and how to fix them.

Module 3: Teaching AI About the Other Person
- Why the other person's profile matters.
- Building a Person Profile, including style, triggers, interests, and what makes them receptive.
- Using AI to anticipate reactions and stress-test your approach.
- Understanding the limits: AI sees only your perspective.

Module 4: Preparing Your Opening Statement
- The three-part anatomy of an effective opener.
- Five common opener mistakes and why they backfire.
- Drafting multiple versions with AI feedback.
- Refining your opener through iteration and peer review.

Module 5: Practice Mode — Role-Playing with AI

- Why practicing a conversation is different from rehearsing a monologue.
- Setting up a realistic AI role-play.
- Running a five-exchange practice simulation.
- Debriefing with AI: what you noticed and what to adjust.

Module 6: Your Personal Conversation Plan

- The six-part Conversation Plan framework.
- Building your plan with AI section by section.
- Using AI after the conversation through the post-conversation debrief prompt.
- Closing reflection and next steps.