COURSE SYLLABUS

Using AI to Prepare for Difficult Conversations Course Online

Created in collaboration with ADR Vantage, Inc., this course equips you with the skills to use Claude and other free AI tools as a personal preparation coach for planning and navigating difficult conversations with confidence.

> Group classes (Live Online) and onsite training are available for this course. For more information, email partnerships@vdci.edu or visit: https://vdci.edu/courses/using-ai-to-prepare-for-difficult-conversations-course-online



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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.