Introduction

Duration	Topic
4 mins	• Kick-off and Intro
12 mins	• Practice Activity: Identify Common Competing Interests
3 mins	• Key Topic: Spot Competing Interests Early
4 mins	• Key Topic: Navigate Tension
4 mins	• Key Topic: Build Consensus
3 mins	• Close
30 mins	

Skill: Identify Competing Interests

Duration	Topic
3 mins	• Kick-off and Intro
2 mins	• Key Topic: Customer Partnership Stages
8 mins	• Practice Activity: Partnership Goals
3 mins	• Key Topic: Identify Stakeholders
10 mins	• Practice Activity: Identify Stakeholders
8 mins	• Key Topic: Alignment Assessment
15 mins	• Practice Activity: Assess Stakeholder Alignment
11 mins	• Key Topic: Stakeholder Interests
25 mins	• Practice Activity: Assess Stakeholder Goals and Misalignment
5 mins	• Close
1 hr 30 mins	

Skill: Embrace Tension to Align Interests

Duration	Topic
6. mins	• Kick-off and Intro
4 mins	• Key Topic: Tension Model
6 mins	• Key Topic: Alignment Conversation
11 mins	• Key Topic: Active Listening
12 mins	• Practice Activity: Active Listening
5 mins	• Key Topic: Insight Reframe
12 mins	• Practice Activity: Create an Insight
4 mins	• Key Topic: Explore Options and Build Consensus
25 mins	• Practice Activity: Alignment Conversation
5 mins	• Wrap Up
1 hr 30 mins	