

Case Challenge Overview

Navigating Critical Conversations

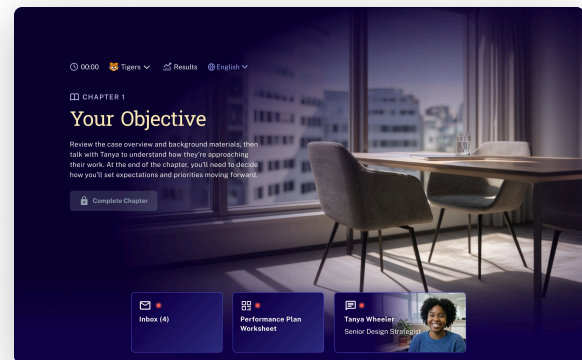
In this two-hour scenario, participants face a high-performing team member reluctant to grow and other management challenges. Participants surface deeper motivations, communicate under pressure, and strengthen trust across a range of high-stakes moments.

What learners will practice:

- ✓ **Guide Development Conversations:** Uncover motivators, explore growth options, and support high performers with confidence.
- ✓ **Communicate Clearly Under Pressure:** Stay calm, direct, and empathetic when navigating disappointment, defensiveness, or shifting team dynamics.
- ✓ **Rebuild Alignment and Trust:** Reset expectations, clarify roles, and reinforce accountability in “one-to-many” messaging.

Why it matters

When leaders struggle with critical conversations, misalignment grows, trust erodes, and team culture suffers. Navigating Critical Conversations equips managers to address challenging moments, communicate with confidence, and strengthen engagement for both high performers and employees who need more support.



Session Journey

Chapter 1: Orientation

Anticipate potential challenges as a larger initiative requires you to step out of day-to-day management and elevate a team member.

Chapter 2: Development Conversation

Step into a conversation with a higher performer who is hesitant to grow. You'll **surface motivators** and guide a development discussion that **builds confidence** while encouraging meaningful next steps.

Chapter 3: Manage Disappointment

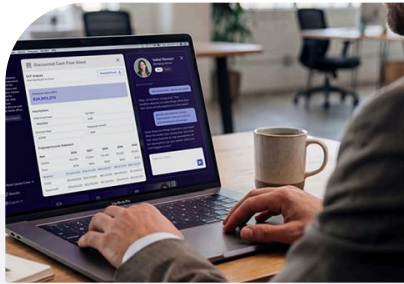
Navigate a difficult review conversation with a solid performer who expected a stronger outcome. You'll **balance empathy and accountability** as you **deliver constructive feedback** and **address shifting team dynamics**.

Chapter 4: Rebuild Alignment

Following a dip in performance, you'll **communicate transparently** with the broader team. You'll **reset expectations** and **reinforce accountability** while rebuilding trust, engagement, and shared ownership.

Dynamic, Focused, and Unforgettable

In Abilitie's two-hour **Case Challenges**, participants work in small teams to navigate chapters of a dynamic business dilemma. Guided by expert faculty, they face realistic leadership decisions, reflect on their choices, and apply new insights to build business skills through immersive, hands-on practice.



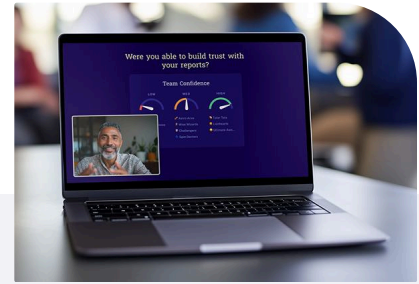
Dynamic Business Dilemmas

Participants step into realistic business scenarios, work in teams to navigate complex, connected decisions, engage with virtual stakeholders, and see how their choices shape the narrative.



Facilitated Debriefs

With guidance from seasoned faculty, participants review the decisions they made, compare outcomes across teams, and surface the leadership habits and thinking patterns that emerged.



Personalized Feedback

Participants connect their insights to real workplace challenges, identify practical actions they can use, and leave with greater clarity and confidence to apply what they learned.

Why They Work

✓ A living storyline

Decisions unfold within a continuous narrative, letting decisions play out over time and shape what happens next.

✓ A flexible, compact format

Two-hour sessions offer rich, immersive learning that fits easily into busy schedules and can stand alone or integrate into broader programs.

✓ Coaching that sticks

Faculty-led debriefs translate observed behaviors into practical, actionable development moments.

✓ Human-led, AI-backed insights

Our adaptive AI analyzes participant dialogue and decisions to deliver real-time feedback and behavioral insights.

Format Details

2 hours, instructor-led, cohort-based

8+ participants in pairs or small team

Modality: Virtual, or in-person

Facilitator: Abilitie Faculty or Certified Client-internal trainers

Propel your leaders to their potential today

Schedule time to discuss your organization's development goals with one of our experts. hello@abilitie.com