Trusted Partner Masterclass
Duration : 4 Hours

1. The High-Pressure Reality Check

Typical breakdowns: last-minute scrambles, unclear ownership, rushed client updates.

Reflection: How do I personally respond under pressure?

2**. The Ownership Mindset**

Moving from task executor to trusted partner.

Language of ownership: “I’ll drive this forward” vs. “I was told to…”.

Role-play: Taking ownership in a tough hand-off situation.

Peer feedback on strong vs. weak ownership signals.

3**. Constructive Escalation**

Why escalation often feels like “blame” — and how to reframe it.

The 3-part escalation framework: Facts → Impact → Ask.

Simulation: Escalating to a leader/client without friction.

Group debrief: Language patterns that build trust vs. break it.

4. Client Communication Under Pressure

Tone-tuning: balancing confidence and empathy in emails & calls.

The CLEAR model: Concise, Logical, Empathetic, Action-oriented, Reassuring.

Practice: Rewrite a high-pressure client mail & rehearse a tense client call.

MoM (Minutes of Meeting) as a relationship-strengthening tool, not just a log.

5. Composure & Presence

Staying calm and credible when stakes are high.

Verbal & non-verbal presence on virtual calls.

Guided exercise: Respond vs. React.