

SKILLS FOR DIFFICULT CONVERSATIONS



Australian Centre for Peace and Conflict Studies Mediation and Conflict Resolution Program

PRESENTATION DESCRIPTION

In this workshop, participants will develop skills for planning and conducting difficult conversations in their personal and work lives. The workshop also covers techniques for dealing with difficult behaviours. Topics covered include:

- Recognising your external and internal voice
- Acknowledging the gap between what is thought and said
- A model for having a difficult conversation
- Certainty to curiosity
- Blame to contribution
- Difference between intent and impact
- Identity issues Identifying and dealing with difficult behaviours

KEY BENEFITS

Upon completing this workshop, participants will:

- Have developed skills for planning and having difficult conversations;
- Understand some of the particular dynamics that make some conversations difficult;
- Be able to identify and respond appropriately to the difficult behaviour of others.

PRESENTER

Dr Samantha Hardy, Senior Lecturer in Conflict Resolution, Australian Centre for Peace and Conflict Studies, The University of Queensland, (Melbourne and Brisbane).
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BIOGRAPHY

Dr Sam Hardy is Director of Conflict Resolution and Practice (Melbourne). Sam has a legal background and practiced as a lawyer for some years before moving into education and training. She is a Nationally Accredited Mediator and completed advanced negotiation training at Harvard Law School. She is also a CINERGY trained Conflict Coach. Sam has taught law and conflict resolution for the past twelve years to university students, lawyers and other professionals. She also has a consultancy practice in facilitation, mediation and conflict coaching.

DATE AND TIME

Thursday, 26 February 2009
11:45am - 4:15pm

COST

\$145 / head for half-day workshop (with University of Queensland Certificate of Attendance) and manual.

LOCATION

Grand Chancellor Hotel, Hobart.
Presented as part of the Hobart Professional Development Retreat 2009.

<http://www.pdretreat.info/>

MEDIATION AND CONFLICT RESOLUTION PROGRAM

The Australian Centre for Peace and Conflict Studies (ACPACS) presents a range of innovative courses in Mediation, Negotiation and Conflict Resolution in Melbourne and Brisbane. Our workshops are designed to meet the needs of people with no prior experience in conflict resolution, as well as experienced practitioners seeking advanced skills and specialisation.

Presented by world class trainers, each ACPACS workshop is self-contained, and includes all the materials and resources required. By ensuring a flexible format, workshops provide participants with great learning choices.

Completion of ACPACS workshops may lead to postgraduate qualifications in a:

- Graduate Certificate of Mediation and Conflict Resolution
- Graduate Diploma of Mediation and Conflict Resolution
- Master of Mediation and Conflict Resolution

Our courses may also provide credit towards other degrees and CPD points for a number of professional organisations.

