



## **Navigating Difficult Conversations for Clerks of Superior Court**

July 17-18, 2023

Room 2401

### **Monday, July 17**

- 12:00 p.m.     **Check-in & Lunch** *(Provided)*
- 1:00 p.m.     **Welcome, Overview, Introductions**  
Peg Carlson, School of Government
- 1:25 p.m.     **What Makes Some Conversations So Difficult?**  
Peg Carlson, School of Government
- 2:05 p.m.     *Break*
- 2:15 p.m.     **Respond, Don't React: Learning to Use the "Ladder of Inference"**  
Peg Carlson, School of Government
- 3:05 p.m.     *Break*
- 3:15 p.m.     **Pairs Exercise: Lowering Your Ladder**  
Peg Carlson, School of Government
- 3:50 p.m.     **Wrap Up and Prepare for Day 2**

### **Tuesday, July 18**

- 9:00 a.m.     **More Tools to Reduce Frustration & Increase Understanding**  
Peg Carlson, School of Government
- 10:00 a.m.     *Break*
- 10:15 a.m.     **Small Group Skill Practice: Set the Stage for Success**  
Peg Carlson, School of Government  
Lakesia Farmer, Durham County  
Eleanor Green, School of Government  
Carolyn Miller, Chatham County  
John Stephens, School of Government
- 11:45 a.m.     **Creating Your Personal Action Plan**  
Peg Carlson, School of Government
- 11:55 a.m.     *Adjourn*