



Navigate Difficult Conversations

Friday, September 5, 2025

School of Government

9:00 am

Welcome and introductions

What makes some conversations so difficult?

Mindset and asking curious questions

Using the “ladder of inference”

Noon

Lunch

1:00 pm

More tools to reduce frustration and increase understanding

Small group practice to set the stage for success

Creating your personal action plan

3:45 pm

Adjourn