



## Navigate Difficult Conversations

Friday, September 9, 2022 at School of Government

|                 |   |
|-----------------|---|
| <b>9:00 am</b>  | Welcome, overview, introductions                                |
| <b>9:25 am</b>  | What makes some conversations so difficult?                     |
| <b>9:55 am</b>  | Break   |
| <b>10:05 am</b> | Respond, don't react: learning to use the "ladder of inference" |
| <b>10:55 am</b> | Break   |
| <b>11:05 am</b> | Pairs exercise: "lowering your ladder"                          |
| <b>Noon</b>     | Lunch   |
| <b>1:00 pm</b>  | More tools to reduce frustration & increase understanding       |
| <b>2:00 pm</b>  | Break   |
| <b>2:15 pm</b>  | Small group breakout sessions: set the stage for success        |
| <b>3:30 pm</b>  | Creating your personal action plan                              |
| <b>3:45 pm</b>  | Evaluation and adjourn  |