

Navigating Difficult Conversations for Clerks of Superior Court

May 24-25, 2022

Tuesday, May 24

- 12:00 p.m. **Check-in & Lunch** *(Provided)*

- 1:00 p.m. **Welcome, Overview, Introductions**
Peg Carlson, UNC School of Government

- 1:25 p.m. **What Makes Some Conversations So Difficult?**
Peg Carlson, UNC 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, UNC School of Government

- 3:05 p.m. *Break*

- 3:15 p.m. **Pairs Exercise: Lowering Your Ladder**
Peg Carlson, UNC School of Government

- 3:50 p.m. **Wrap Up and Prepare and Prepare for Day 2**

Wednesday, May 25

- 9:00 a.m. **More Tools to Reduce Frustration & Increase Understanding**
Peg Carlson, UNC School of Government

- 10:00 a.m. *Break*

- 10:15 a.m. **Small Group Exercise: Set the Stage for Success**
Peg Carlson, UNC School of Government
Margaret Henderson, UNC School of Government
John Stephens, UNC School of Government

- 11:45 a.m. **Creating Your Personal Action Plan**
Peg Carlson, UNC School of Government

- 11:55 a.m. **Evaluation and Adjourn**

Any breakfast or lunch provided as part of this program is paid for by the Administrative Office of the Courts. When claiming reimbursement for expenses for this program, the portion of the daily travel allowance allocated for these breakfasts or lunches may not be claimed.