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.