



Navigate Difficult Conversations

Friday, September 10, 2021 via Zoom

9:00 am	Welcome, overview, introductions
9:25 am	What makes some conversations so difficult?
9:50 am	Break
10:00 am	Respond, don't react: learning to use the "ladder of inference"
10:50 am	Break
11:00 am	Small group exercise: lowering your ladder
Noon	Lunch break
1:00 pm	More tools to reduce frustration & increase understanding
1:50 pm	Break
2:00 pm	Small group exercise: set the stage for success
2:45 pm	Creating your personal action plan
3:00 pm	Evaluation and adjourn