

Navigate Difficult Conversations

Friday, September 8, 2023 at School of Government

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