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Difficult conversations (It's not all about you!)

We will explore what makes some conversations difficult and how to enter and engage in these in a manner that is both productive and likely to maintain effective working relationships. This workshop draws on the work of Senge, Scott, Glasser and material from the "Harvard negotiation project."

It will ask you to clarify your preferred or default communication style when there is the perception of conflict and how you might more effectively have conversations that find common ground and achieve commitment to action.

We will look at strategic listening, effective persuasion and strategies for dealing with resistance. A possible model to support these conversations will be presented. This model uses a mix of advocacy and inquiry.

The workshop will be both active and interactive and will probably require your input at some point.