Continuing the learning from the first Having Hard Conversations workshop, Hard Conversations Unpacked is an extension and deepening of the work of becoming more comfortable with the energy of conflict. New participants are welcome! The workshop revisits the key elements of the book, Having Hard Conversations, such as the outcome mapping and scripting protocol, and goes deeper to provide additional strategies for being more confident and compassionate when faced with situations involving conflict.

PARTICIPANTS WILL LEARN HOW TO:

- Keep conflict at a cognitive level that is more psychologically safe
- Look at a hard conversation through the lenses of culture, generation and gender, cognitive style and belief system
- Respond productively when conflict escalates both in one-on-one and in group situations
- Understand the differences between a problem to be solved and a polarity to be managed
- Use David Rock’s SCARF model to shape your communication to be less of a trigger for the other person

JUNE 21, 2022 | 9:00 AM - NOON
VIRTUAL EVENT

MEMBERS: $119 | NON-MEMBERS: $135

Participants will be responsible for purchasing their own copy of Hard Conversations Unpacked by Jennifer Abrams. A discount code will be provided with your registration confirmation.