

Mastering Difficult Conversations

Learn to engage constructively

“Anytime we feel vulnerable or our self-esteem is implicated, when the issues at stake are important and the outcome uncertain, when we care deeply about what is being discussed or about the people with whom we are discussing it, there is potential for us to experience the conversation as difficult.”

~ Stone, Patton and Heen, *Difficult Conversations: How to Discuss What Matters Most*

About the Workshop

Duration: 4 hours

In diverse social settings at work, at home, with family and/or friends, one day or another we all have to face up a conversation that we find unpleasant and stressful. The exchange most often leaves us feeling angry, disappointed in ourselves and in others, unheard, wounded, depressed, and inadequate. We dread so much these uncomfortable conversations that we often find ways to avoid them. When we have the courage to confront the situation and engage in the conversation, we often do it unproductively and put at risk a relationship that truly matters to us. In both situations, we miss the opportunity to address issues that are important and we are left unsatisfied with the outcomes.

In this workshop, participants will learn how to engage in difficult conversations in a way that is less stressful and more constructive. Through diverse exercises that aim at increasing their level of awareness of the complex dynamics that operate within and between individuals, participants will explore the origins of different types of problematic behaviors and will practice ways to manage difficult conversations effectively.

What You Will Learn

- Why do conversations go wrong
- What “understanding people in their whole complexity” mean
- Why people behave the way they do
- How to check into and reframe assumptions
- How to transform difficult conversations into productive learning conversations
- How to uncover and learn from your own internal conflicts and competing priorities
- What to do with one’s emotions

Who Should Attend

This course will add value to anyone who wants to improve his/her ability to engage in conversations that have the potential to effectively address problems while building strong respectful human relationships.

For more information, contact:
Beatrice Benne
beatrice@soma-integral.com
503.866.0928

