



# DIFFICULT CONVERSATIONS FACILITATOR TRAINING

## OUTLINE

### DIFFICULT

**What exactly makes conversations difficult?** How our thoughts, emotions, and our bodies contribute to making them more or less difficult? Whom do we find difficult to engage with? What do we find difficult to talk about? How do our yesterdays make our conversations difficult today?

### CONVERSATIONS

**What exactly is a conversation?** How are we talking, listening, processing, understanding? How do we ask, respond, agree, or disagree? Why are we in this conversation in the first place? What makes our conversations more productive or more destructive? How do we know what we can or cannot talk about and why?

### FACILITATOR

**What exactly is an effective facilitator of difficult conversations?** “To facilitate” means to make an action or process easy or at least easier. What does it take to make a difficult conversation easier? Why is facilitation even necessary? What skills, techniques, and knowledge are needed? What if we do our best and it does not work?

### TRAINING

**What exactly is this training about?** This training is about engaging in difficult conversations and learning how to sustain oneself through them. It is about exploring all kinds of differences that make it so hard to engage with “the other”. It is about practical steps, and ways, and skills.

### OUTCOMES

**What exactly can you expect?** This training serves as an important stepping stone to becoming a confident facilitator of difficult conversations. You’ll find new self-awareness as it applies to approaching challenging matters, and you’ll learn the techniques to help others discover their new mindfulness. Equally important, you’ll be orientated on how to leverage that knowledge to engage (or facilitate) difficult conversations that need to be had.

**Difficult conversations never get easy.** We get more confident in engaging in them and facilitating them by actually engaging and facilitating.

**PRACTICE, PRACTICE, PRACTICE!**

“Difficult conversations are almost never about getting the facts right. They are about conflicting perceptions, interpretations, and values.”

**Douglas Stone**

“Change happens by listening and then starting a dialogue with the people who are doing something you don’t believe is right.”

**Jane Goodall**

“Courage is what it takes to stand up and speak; courage is also what it takes to sit down and listen.”

**Winston Churchill**