

Conducting Difficult Conversations – for consultants, facilitators and managers 2–3 October 2008

Introduction

This workshop focuses on assisting organisational clients to conduct difficult conversations, using the Harvard Negotiation Project model. The aim of a difficult conversation is that instead of ONLY wanting to persuade and get your way, you come to understand what has happened from the other person's point of view, explain your own, share feelings, and try to figure out a way to go forward together.

This workshop is relevant in professional and workplace settings where as managers, colleagues, employees or consultants we can find it hard to talk frankly about poor performance, contempt, lateness, failure to keep contracts and other untoward organisational behaviour.

Learning Outcomes and Process

Participants will gain familiarity with the Harvard Difficult Conversations model, including the "What Happened?" conversation, the "Feelings" conversation (which often contains the solution) and the "Identity" dialogue. Most of the workshop will involve 'hands on' practice and experiences conducted using action methods.

Prior to the workshop participants will receive a short booklet to read and some activities to complete. This process will cut down explanation time and increase time for practice and role development.

Content

- The "What Happened?" conversation
- The "Feelings" conversation
- The "Identity" conversation

Informed Consent

Participants enter the workshop aware that action methods deal with personal material. Though participants are always in charge of the level of their interactions and self-disclosure, the act of enrolling in itself indicates an applicant's understanding that action explorations are part of the workshop and may have a significant emotional impact.

Leader

Antony Williams is the most widely published author on action methods in the English language. Three of his books are translated into Finnish, Portuguese and Russian. He is a qualified Psychodramatist; a Trainer, Educator and Practitioner (TEP) and a Distinguished Member of the Australian and New Zealand Psychodrama Association. Antony is a partner in a small consulting firm in Melbourne.

Dates & Times	Thursday and Friday 2-3 October, 9.30am–5.00pm
Venue	Northcote Town Hall, 189 High Street, Northcote, Victoria 3070
Fee	\$650 (deposit of \$125)
Training hours	12
Inquiries	Contact Chris Hosking, College Registrar, Phone 03 9589 6879
Enrolments	Send your name, address, email address, contact phone numbers and the name of the workshop with a deposit of \$125 to Jenny Hutt, College Administrator, P O Box 605, Northcote, Victoria 3070. Cheques are payable to the Australian College of Psychodrama. You can contact Jenny by phone: 03 9489 5733 or email: psychodrama@netspace.net.au