



# Six Stepping Stones: Difficult conversations made easier (1.5 day workshop)

People often respond to conflict situations by disengaging or engaging in a way that is not constructive. The workshop is designed to help participants deal more effectively with these situations.

This workshop provides tools and tips that will help you to:

- Identify the mechanisms that influence thoughts and emotions
- Develop techniques to deal with emotions such as distress, fear and anger
- Feel more confident in conversations that don't seem constructive, and use these skills to get difficult conversations back on track

Participants practice new skills in real-life scenarios identified by the group. On day 2 we use the technique of 'real' play. Participants try the strategies with feedback and coaching, playing themselves in familiar scenes.

## The Learning Goals

Having effective and constructive conversations in the shadow of conflict

- 6 stepping stones
- Understand the biology of confrontation
- Preparation as a key
- Tools for checking perception and creating a safe environment
- Asking questions effectively
- A road map for the conversation

*"This course has enlightened me on the best ways to have difficult conversations, and has provided me with confidence to carry a difficult conversation."*

**Tricia Nunez,**  
Commercial Manager, Optus

*"The only difference between stumbling blocks and stepping stones is the way in which we use them."* Adriana Doyle

### DAVID BRYSON MEDIATOR, FACILITATOR, TRAINER AND COACH

David Bryson is an Alternative Dispute Resolution (ADR) consultant who has over 20 years of experience as a workplace facilitator, mediator, conciliator, trainer, dispute resolution adviser and coach. David holds a Ministerial appointment as a Conciliator with the Victorian Accident Compensation Conciliation Service. David's academic background includes postgraduate degrees from Oxford University (Social Anthropology), and RMIT University, Melbourne (Business Studies-Organisational Change). He has participated in committees, working parties and conferences that have led to significant mediation initiatives in Australia.



### SHIRLI KIRSCHNER PRINCIPAL OF RESOLVE ADVISORS

Shirli has been a full-time dispute resolution practitioner since founding Resolve in 1996. Shirli is on the Law Society and LEADR advanced panel of mediators. She is currently the dispute resolution adviser for the National Electricity Market and the National Gas Market Rules as well as having an extensive practice as a mediator, facilitator and trainer. She has led training programs in every State in Australia as well as Japan, Israel, Singapore and the USA. Shirli has a law degree, a Bachelor of Arts and a diploma in education.



*"This is a course that really can assist both for your personal life and work life. The theory is not dry but so interesting and sets up a background to why conflicts occur. It is also great to have a facilitator who is really switched on and engaging."*

**Melissa Bailey, Registrar, Family Violence Services, Magistrates Court of Victoria**

*"I didn't realise just how under prepared I have been in the past conflict conversations. This has provided me with some tools to better handle conflict in the future."*

**Sara, ACCC**

*"I have found the short course very useful with lots of tips and tools to practice in my everyday workplace situation."*

**Morgon Williams, Transmission Lines Manager, Transend Hobart.**

*"The six step process for resolving conflict is a vital tool that would assist us in achieving a more cohesive workplace."*

**John Lamb, Clinical Adviser, Drug court.**