



Difficult Conversations - Learning Group Guide

Chapter 3

Addressing conflict

Agenda

Thirty-minute timeline

Time	Activity
5 minutes	Check-in Everyone answer: How prepared do you feel to have difficult conversations?
5 minutes	Group agreements Review your group agreements and make sure they are working for you. Notice if there are any brewing conflicts and see what is needed to prevent or resolve them. Adjust and update your agreements as needed.
15 minutes	Discuss learning from Exercises and Actions Remind yourselves about exercises and actions from this chapter and refer to notes you made as you went through the online material. Debrief questions: • What do you recognise in yourself about how you select information, make meaning, and make assumptions before you choose an action? • When did you choose to stay in a conversation even though it was uncomfortable? • What will you do if a conversation doesn't go the way you expect?
5 minutes	Closing Each person share: My biggest takeaway from this chapter. How I will address conflicts going forward.

In this chapter, you will learn:



- what is behind many conflicts
- how to set yourself and the other person up for a productive conversation, despite strong emotions
- a collaborative model for clearing up misunderstandings and conflict

Try it this week:

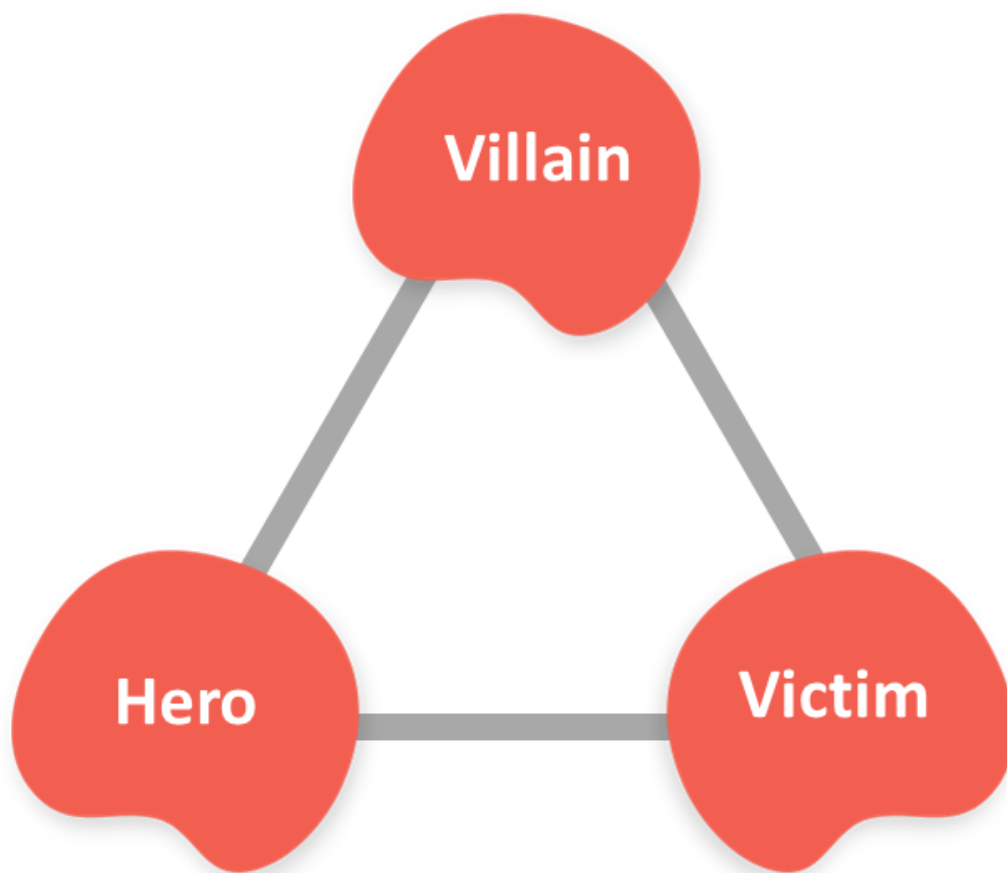
This week, it's time to bravely start addressing conflicts.

1. Refer back to your list of difficult conversations you would like to have. Challenge yourself to take the first step and arrange an outstanding conversation.
2. Notice a difficult situation around you or one that you are directly involved in. Choose to stay; practise your ability to be present even when strong emotions are happening.

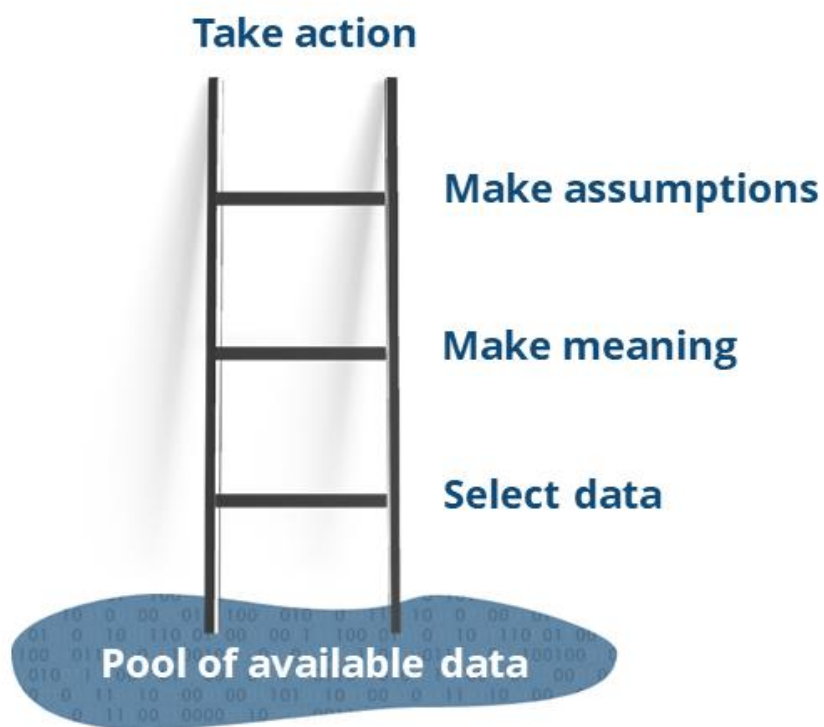
To take your learning further:

1. Write down your key learnings from this chapter and take them to your **learning group** meeting to discuss.

The DRAMA Triangle



Ladder of Inference



The SHARE Model

