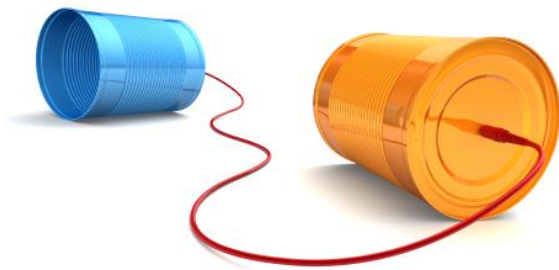


FACILITATED CONVERSATIONS

TRAINING TO SUPPORT ENGAGEMENT, SELF-DETERMINATION,
DIALOGUE & DECISION MAKING

This 3 day interactive training provides participants with skills in facilitating difficult, meaningful and important conversations.



Develop your understanding of listening and dialogue to enable open, honest and empathic conversations by **learning how to:**

- Support parties to get clear about their own priorities, consider their emotional responses and engage with each other.
- Shift interactions from negative to constructive by strengthening party responsiveness and decision-making.
- Develop new dynamics between people with different views, leading to greater engagement and more sustainable outcomes.

Throughout the course you will be involved in a number of role plays and skill-building activities.

Option of a further 3 days of practical skills training using role plays and feedback from skilled coaches.

What people are saying

“A useful way of understanding different patterns of communicating and resolving entrenched conflict – a really fantastic course.”

Topics

- What makes some conversations difficult
- The importance of empathy, honesty and openness
- Elements of effective dialogue
- Listening skills and responses
- Constructive decision making

Related Courses

This course links with the National Mediator Accreditation Course. Credits will be given for attending the Facilitated Conversations Course.

WHO SHOULD ATTEND

Managers
Team leaders
Lawyers
Mediators
Educators