

MANAGING DIFFICULT CONVERSATIONS



Turning difficult conversations into meaningful encounters

DATE & TIME

Wednesday 13th March 2019
9.30 am to 12.30 pm

WHAT TO EXPECT

- Adult Learning
- Morning Tea

VENUE

Northern Volunteering
39 John Street Salisbury

Difficult conversations cannot always be avoided when we are working in the human services. Therefore it is important that we know how to *manage* these conversations in positive ways. This workshop aims to give you some strategies to manage difficult conversations using positive intent and good processes.

This workshop will cover;

- The importance of self-awareness
- Empathy
- Perceptual positions
- Key strategies for positive communication – yielding; active listening; fields of responsibility; debate vs. dialogue; being assertive

RSVP to reception@nvsa.org.au

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