

Difficult Conversations are a Reality of Life: Let's find an easier way to resolve them!

In support of the Satir Professional Development Institute of Manitoba, we invite you to the upcoming workshop on **Resolving Difficult Conversations to be held on Saturday, November 26, 2016.**

Difficult conversations are a reality of life.

During the workshop, we will explore how our views, expectations, perceptions, beliefs, and feeling can lead to misunderstandings and disagreements. In such situations of conflict, we often have a natural tendency to assume that our view is right, and that the other person is being difficult, unreasonable, or self-centred if they don't agree with us.

It is therefore not surprising that in these circumstances we may feel, hurt, anxious or disappointed and the relationship suffers. While it may be in our nature to respond by getting angry, trying to appease the other person, or completely avoiding the situation, it rarely solves the problem nor improves the relationship.

The workshop on November 26th, will explore the underlying factors that give rise to difficult conversations and the various approaches for conducting difficult conversations in order to achieve better results. The program is interactive and there will be opportunities to practice these techniques using personal situations.

WORKSHOP DETAILS:

Facilitator: Karen Stern

Date: Saturday, November 26, 2016

Time: 9:00 a.m. - 4:30 p.m.

Place: Mediation Services

302-1200 Portage Ave.



To support the Satir Professional Development Institute of Manitoba (SPDIM) the workshop is being offered at a special promotional rate of \$40.00 for students and SPDIM members and \$50.00 for all others. Space is limited so we encourage you to avoid disappointment and register today. **To register** contact us at resolvingconversations@gmail.com