

**Having difficult conversations
SW 13-08-02-1**

Date and Venue:

_02 August 2013
Engineer's house, Clifton

Course Organizer:

Vassia Karpeta

Course Lecturers:

Mr Tim Kemp

Programme:

- 09:00 Registration
- 09:15 Welcome, domestics and introductions
Self Awareness, Perceptions and Assumptions...and why they
matter
How they inform our choices
Rewriting the script - What happens if we change our
assumptions?
- 09:45 Meeting Peter Principal- The guy who is late for the meeting
Three steps to deal with Peter:
-Choose your D
-Confront your Fear
-Prepare the ground
- 10:15 Using a Core Phrase
- 10:35 Practice- Use the techniques to deal with some Peter's friends
- 11:55 Individual action planning

12:30-13:30 Lunch

13:30-16:00 Different techniques on setting boundaries.

16:30 Questions and Closure