

MANAGING DIFFICULT CONVERSATIONS

Presenter – Colin McKenzie

Director, Conflict Management New Zealand Ltd

Monday 26 March 2012, 9.00 am – 4.30 pm

Cafler 1 and 2, Forum North, Whangarei

Cost: \$490 (+ GST), limited places

Includes comprehensive workbook, lunch, morning and afternoon tea.

Who is this workshop for?

No matter how competent we think we are, each of us have professional or personal conversations that cause anxiety and frustration. A difficult conversation can occur at any time, with any person, over any issue.

If you are sometimes challenged by: managing difficult behaviours, coping with different conflict styles, avoiding escalation, or trying to engage in a constructive conversation over a sensitive or contentious issue, then this workshop is for you!

The presenter

Colin McKenzie has spent most of his working life helping people to manage conflict better. He works with local communities, small companies, government departments, multinational corporations, and international agencies.

His approach is interactive with the right mix of theory, practice and application. Colin is both a teacher and a practitioner so he draws examples from real world situations. He has been the Director of CMNZ for 13 years after coming back from Boston where he worked and trained as a senior consultant for Conflict Management Group and the Harvard Program on Negotiation.

Programme content

In 1999 the Harvard Negotiation Project published a book called "Difficult Conversations – How to Discuss What Matters Most". The authors of this book studied thousands of conversations and found an underlying consistent pattern which has since been developed into what is called "the four learning conversations framework". This will be presented as a rigorous and systematic approach to manage difficult conversations.

As we all know, difference is not the problem. A problem occurs when difference turns into lingering conflict or an open dispute. Feelings can be hurt, relationships damaged, problems can increase, and issues can escalate. The end result is often increasing costs, and a more difficult working environment. Sometimes, we need to have the conversation that we may be avoiding.

The Harvard framework will be presented through practical exercises showing how to plan for, initiate and respond to difficult situations. Both generic and actual cases will be used. If you can come with real issues and cases, that will make the day so much richer!

This workshop is a unique opportunity to participate in an internationally acclaimed programme with a presenter who has a wealth of experience and expertise.

What some recent participants have said about this workshop.

“Brilliant facilitator. Great workshop – lots of great learning and strategies.” Te Uri Clarke, Manager, Northland District Health Board.

“A challenging and insightful day which provided useful ideas and tools.” Lisa Whitfield, Veterinarian, Dargaville Vet Centre.

“Makes you stop and think through strategies before the difficult situation/conversation.” Belinda Woodman, Service Manager, Special Education, Department of Education.

“Wow – interactive and entertaining. Amazing - the power of words that can be delivered in different ways leading to different reactions.” Sharleen Gardner, Farm Owner.

What you can expect to learn from this workshop.

- A practical framework to prepare and conduct a difficult conversation.
- An understanding of the power of your own assumptions.
- Evaluation of your own conflict style and an understanding of how to manage other styles.
- How to manage different perceptions and conflicting interpretations.
- How to manage emotions and difficult behaviours.
- How to communicate difficult messages.
- How to improve your communication technique.
- How to get your message across.
- How to achieve more buy-in to any outcome.

To find out more about Colin or the course please go to the CMNZ website www.cmnz.co.nz

REGISTER NOW: Managing Difficult Conversations - Monday 26 March 2012

Name:	
Role:	
Organisation:	
Postal Address:	
Phone:	E-mail:
Name / Address for invoice purposes:	

Terms: Please register early. A fee of \$100.00 will apply for re-scheduling or cancellations received prior to 5 working days before the course. No refund for cancellations received within 5 working days of the course. Substitutes from the same organisation are permitted at any time prior to the course at no cost. 10% discount given for third and more persons from the same organisation. Venture Group reserves the right to cancel or reschedule the course. You will be sent confirmation of registration and an invoice for payment upon receipt of your registration form.

For more information phone Venture Group (NZ) Ltd at 09 438 7750. Email, post or fax your registration to:

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