

Why Should You Take This Course?

The Importance of Dialogue

Increasingly our relationships and communities are challenged by polarizing, often unresolvable differences. Civil conversation over differences in values, politics, religion and ways of life can seem impossible. This course uses a simple dialogue process to explore techniques used by facilitators, mediators and community leaders to help individuals and groups in conflict seek mutual understand and common ground.



About the Trainer

Mary Thompson facilitates dialogue, problem-solving and conflict resolution sessions for individuals, organizations, and communities. Her work addresses interpersonal and family conflicts, public policy disputes, and organizational and team issues. She also conducts trainings in group facilitation, mediation and conflict management.

700 Harris Avenue
Austin, TX 78705
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- *Create Dialogue*
 - *Promote Understanding*
 - *Seek Common Ground*

Managing Difficult Conversations: Facilitation Skills for Effective Dialogue

February 24, 2012

Austin, Texas



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About the Training...

Course Overview

Effective dialogue is a powerful tool in promoting understanding, managing conflict and transforming relationships. The specific factors that make dialogue effective have implications for anyone needing to design or lead a difficult, important conversation.

In this one-day workshop, participants will

- Experience a simple dialogue process which can be used with a variety of topics
- Identify key factors for effective dialogue on difficult issues
- Discuss and practice skills for managing difficult conversations:
 - ◊ Asking powerful questions
 - ◊ Managing strong emotions
 - ◊ Moving beyond dialogue to action
 - ◊ Preparing for a difficult conversation
 - ◊ Identifying practical applications for dialogue techniques in interpersonal, group and organizational settings

Who Should Take This Workshop?

- Group Facilitators
- Mediators
- Community and Organizational Leaders

- Congregational Leaders
- Public Involvement Practitioners
- Human Resource and Mental Health Professionals
- Conflict Management Professionals

When/Where/How to Register

Date

August 22, 2011
9:00 am to 4:30 pm

Location

Dispute Resolution Center
5407 North IH-35, Suite 410
Austin, Texas 78723

Cost

\$225 per person

How to Register

Registration Deadline is Aug. 15, 2011.

Please complete the registration form and return it along with your check to:

Corder/Thompson & Associates
700 Harris Avenue
Austin, TX 78705

You may also pay online with a credit card at www.corderthompson.com.

Registration Form

Training Name:	Managing Difficult Conversations Workshop
Training Date:	August 22, 2011
Cost:	\$225 per person
First Name:	
Last Name:	
Name Tag Preference:	
Mailing Address:	
City/State/Zip	
Daytime Phone:	
E-mail Address:	
Job Title:	
Organization:	
How did you hear about this training?	