

**TRIAD Workshop**  
**Managing Difficult Conversations**  
**Friday, September 24-0800-1600**

Health care professionals face difficult conversations every day. Handling these conversations efficiently is no longer just a good idea –it’s integral to the success of each physician, their department, and ultimately, the entire organization. And failure comes at high cost – conflicts that fester consume energy, sap morale, and lead to costly mistakes or lawsuits.

Based on ten years of work at the Harvard Negotiation Project and tailored to the day-to-day challenges you face, the Managing Difficult Conversations workshop provides a framework for understanding why some of our most important conversations are so hard, examines the common mistakes we all make, and offers a step-by-step method for handling them with less anxiety and better results.

**Course objectives:**

To equip professionals with a framework for understanding some of their most difficult conversations, including why we typically avoid them, and how we get stuck. You’ll exit the workshop with a vocabulary for talking about difficult topics, and a set of skills and tools they can apply immediately.

**Course content:**

Based on our book, “Difficult Conversations: How to Discuss What Matters Most.”

Concepts and frameworks --

The Role of the Internal Voice

The Underlying Structure of Every Difficult Conversation

Moving from “who’s right?” to “why do we see this so differently?”

Moving from blame to joint contribution systems

Moving from accusations about intentions, to speaking to impact

Understanding the role of Feelings in Challenging Conversations

How your Identity gets hooked

How to Prepare for a Difficult Conversation

Applications & Exercises --

Role Plays

Participants offer their own difficult conversations, show how they go badly, and apply what they are learning to real situations they face regularly.

Hospital Committee exercise – how do you make decisions when you vehemently disagree

Hot Button Exercise- demonstrates the challenge of good inquiry

F’s Exercise- What happens to your skill when your identity is on the line