

COURSE NAME:

# FACILITATING CHALLENGING CONVERSATIONS

-  **Course type**  
Self-directed (online in your own time)
-  **Course duration**  
Approx. 4 hours
-  **Pre-requisites**  
None
-  **Learning level**  
Foundational/beginner

## Confidently handle high emotion

Keen to learn how to navigate challenging conversations with confidence? This course is open to and useful for everyone – not just facilitators!

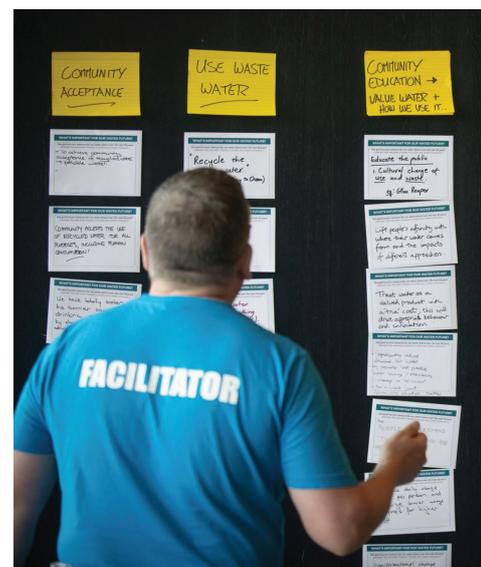
Below we're sharing 5 top tips from the full course. Enjoy the total training experience to access all 13 tips plus a whole set of downloadable resources.

Trainees also hear from MosaicLab Co-Founder and specialist in the field Nicole Hunter, who shares insights, stories and reflections on her first-hand experiences gathered across hundreds of real projects.

### 5 TIPS FOR NAVIGATING CHALLENGING CONVERSATIONS

- 1 Slow down**  
Slowing down the conversation and checking in with someone helps you and them regroup. It also means you can listen more intently, reflect back what you are hearing rather than rushing forward.
- 2 Listen for the feelings and needs below the emotion**  
By exploring what is being said you shift yourself into a learning stance. By genuinely guessing at people's feelings and their underlying needs that are not being met you open a portal to a more constructive conversation.
- 3 Stake out the middle, not the extremes of a position**  
Find out what the other side's good arguments are, and include them in your communications, along with yours. Practice "even though..." statements to help you get to middle ground. Angry people resist data that shows that they are wrong: it only makes them angrier.
- 4 Acknowledge prior problems**  
Let them tell you what went wrong, and then apologise. The more you acknowledge these past problems, the more quickly the audience decides that it's time to move on. It is definitely the audience's choice as to when you can stop apologising.
- 5 Be accountable**  
Aim for accountability and submit to being monitored and evaluated by stakeholders as much as possible. Do not aim for trust because to them you are not a trustworthy source. Ensure you are clear about what the scope of community forums are, including what is non-negotiable.

[Read more and enrol now](#)



### WHAT OUR LEARNERS SAY:

“Some great tips for handling conflict situations.”

“Great tools to use and I love the formula for de-escalation.”

COURSE COST:

\$345

[Enrol in Facilitating Challenging Conversations](#)

### Check out our other courses

MosaicLab Academy offers a range of training experiences in facilitation, engagement and deliberation. We also deliver IAP2 certified courses. We offer online, face-to-face and in-house options as well as multiple learning pathways, catering to all skill levels and group sizes.

Visit the **MosaicLab ACADEMY**