

DIFFICULT CONVERSATIONS GET CONFIDENT!



STEP ONE MINDSET

curious - open

purpose - seek to understand

start - not make other person the problem!



STEP TWO PERSPECTIVE SHARING

deep listening

AND stance

mindfulness – present + presence



STEP THREE COLLABORATIVE AGREEMENT

positions vs interests

CINO

empathy vs assertiveness



+ THREE TRAPS

01 blame + defensiveness

02 one-sided perspective

03 forcing the other

About Scott

Scott is the Conflict Whisperer and the Fun Maker!
Scott is known as the most engaging, insightful + fun presenter in the conflict resolution arena.

Scott is the Breakthrough Speaker of the Year 2021 (awarded by Professional Speakers Australia – PSA) and the #1 Certified Virtual Trainer in Australia. He has presented to 50,000+ professionals and is in high demand as a virtual + F2F keynote speaker and workshop facilitator. Scott has also been awarded CSP (Certified Speaking Professional) accreditation by the PSA – the highest international measure of speaking competence – and is recognised by the Global Speakers Federation as among the top speaking professionals in the world.



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