**Navigating Tough Conversations**

Topical Agenda

0:00 Introduction

3:33 Defining Tough Conversations

*Identify your own challenging scenarios*

4:50 Case Study: The Coconut Crisis Role Play

6:34 Case Study: The Coconut Crisis Results

8:23 Understand “Interests” vs. “Position” in disagreements

12:33 Myths about Disagreements

18:20 Lost at SEA: How the stories in our head impact the outcome of conversations

19:54 The Neuroscience of Bias:

*We must override our “automatic” brains to find complex solutions*

25:08 Strategies for managing tough conversations and overcoming our “automatic” response

 *Strategy 1: Understand Your Interests*

25:46 Practice: Separating Interests from Positions and finding points of agreement

30:25 Practice: Identifying your own interests

31:14 Strategies for managing tough conversations and overcoming our “automatic” response

 *Strategy 2: Acknowledge Bias and Harmful Stories*

36:40 Strategies for managing tough conversations and overcoming our “automatic” response

 *Strategy 3: Assume & Acknowledge Positive Intent, and Find Points of Agreement*

42:01 Practice: Assume Positive Intent

48:18 Practice: Applying strategies to your own tough conversation

49:35 Preparing for your roundtable discussion