

Facilitating Hard Conversations: Reflection

1. Think of a hard conversation that you were part of as either a participant or leader. Describe it. What made it difficult? How was the tension addressed?

2. What is your experience with norms or community agreements? How have you handled it when an agreement was broken? How did that work?

3. Seek out an opportunity to try your skills using the following steps. Describe how you handled each of the aspects:
 - a. How did you set a welcoming tone?

 - b. What did you do to introduce the conversation explaining the purpose and ground rules?

 - c. How did you use paraphrasing to assist with understanding?

 - d. What did you do when students disagreed with each other?

 - e. How did you summarize and conclude the discussion?

 - f. What worked?

 - g. What might you do differently in the future?