



Dialogue Skills for Difficult Conversations

Wednesday, May 19th

9:00-9:15am – **Mindful Preparation** – Rosie Latona

Rosie Latona, owner of White Swan Yoga Studio will lead us in a short mindfulness exercise to prepare us for active participation in learning dialogue skills.

9:15-12:30pm – **Dialogue Skills for Difficult Conversations** – Michele Holt-Shannon, Bruce Mallory, Ph.D.
Carrie Portrie, Ph.D., & Ande Diaz, Ph.D.

We all have a part to play in creating the hospitable and welcoming environment we all desire for staff, faculty, and students. However, there can be many times when different perspectives and deeply held beliefs can make productive conversation a potential source of stress for all involved. The ability to participate in productive and open dialogue, however, is key to solving complex problems and preparing students, staff, and faculty alike for meaningful engagement in the local community and beyond.

Our own Ande Diaz will join Michele Holt-Shannon, Bruce Mallory, PhD and Carrie Portrie, PhD, staff from NH Listens, in facilitating this workshop. NH Listens [New Hampshire Listens | Carsey School of Public Policy | UNH](#) is a civic engagement initiative from the Carsey School of Public Policy.

Faculty and staff will learn together as the facilitators share tried-and-true strategies for developing dialogue skills, fostering curiosity, addressing strong emotions, and practicing skills to stick with a challenging conversation.

12:30-1:30pm – **Lunch Break (Please join Dr. Favazza's Town Hall)**

12:15-2:15pm – **Dialogue Skills for Difficult Conversations (Continued)** – NH Listens

2:15-2:30pm – **Break**

2:30-3:00pm – **Wrap Up and Next Steps** – Deborah McCarter, Ph.D. & Cynthia Desmond