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WE ARE LOOKING FORWARD TO WORKING WITH YOU



Managing Difficult Conversations





REACT



Mike fails to decide between fight or flight.

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Don't REACT

“GO TO THE BALCONY”



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ARGUE



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Don't ARGUE

STEP TO THEIR SIDE



REJECT



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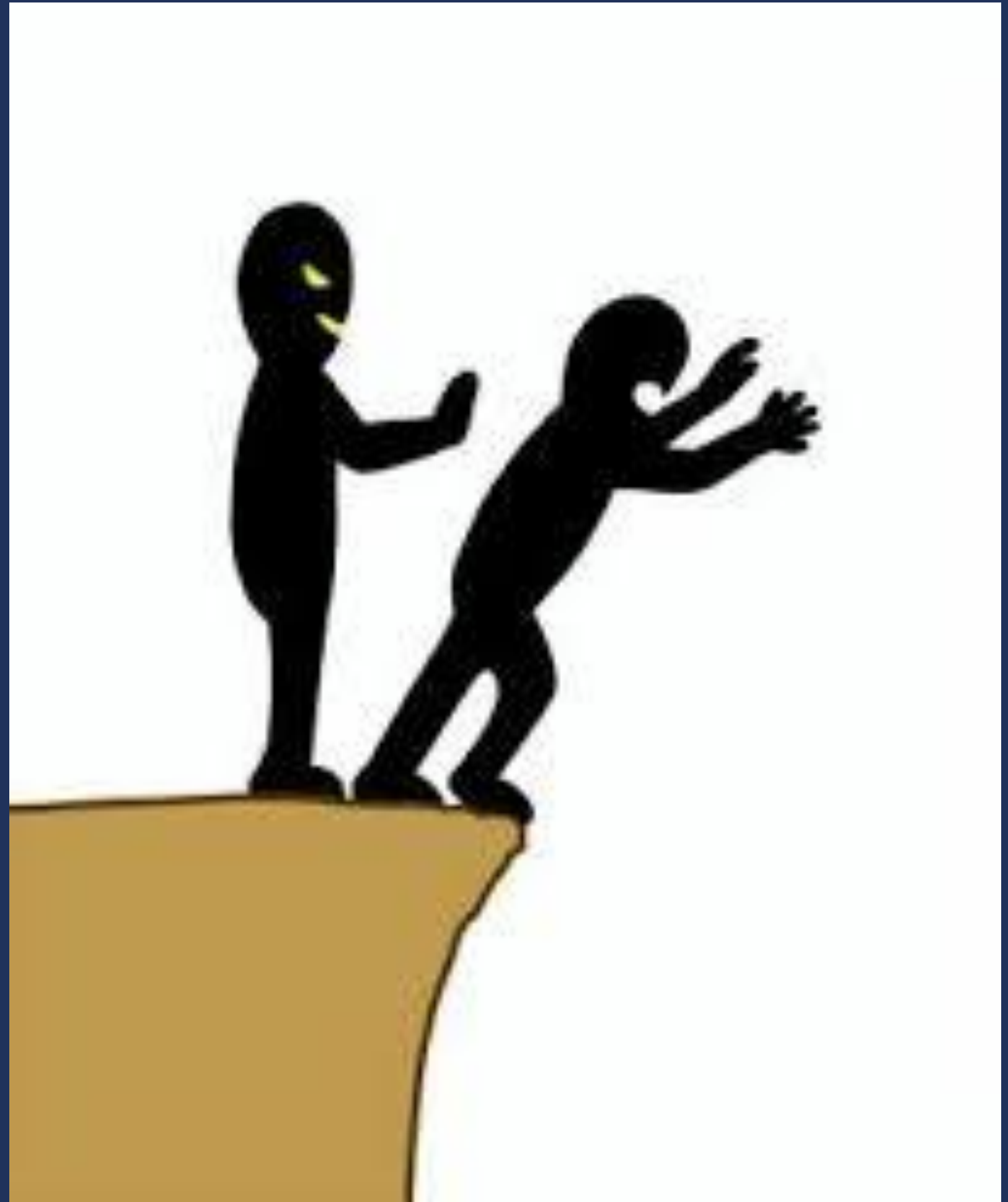
Don't REJECT

REFRAME



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PUSH



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Don't PUSH

**BUILD A GOLDEN
BRIDGE**



ESCALATE

ESCALATE!

Voluntas



Don't ESCALATE

EDUCATE





Does not work!

INSTEAD

Sequel to the bestseller, *Getting to Yes*

Getting past

no

Negotiating with difficult people

William Ury



YOUR QUESTIONS? Our Answers

RESOURCES

LISTENING

https://www.youtube.com/watch?v=_Of_YO0-B4k&t=219s

FRAMING

<https://www.youtube.com/watch?v=3Jt05Mvq4n8&t=34s>

Centre for Volunteering Knowledge Base

<https://volunteering.freshdesk.com/support/home>



VOLUNTAS



What we do

History

Our Board

- Steve Lancken
- Laurence Boulle
- Lynette Edwards
- Zeynep Selcuk
- Al Hayes



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REFER A CASE



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QUESTIONS

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THANK YOU

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