



MONTEREY COLLEGE OF LAW | TWO SESSION WORKSHOP

Difficult Conversations

Practical skills for navigating workplace, client-facing and community communication.



DATES:

Mon., Nov. 2 & Mon.,
Nov. 16, 2026



TIME:

12:00-2:00 pm PT
2 hours each session



FORMAT:

Live on Zoom
Limited to 25 participants



COST*:

\$120
Covers both sessions



* \$20 discount for non-profits, government agencies, & Monterey College of Law alumni

**One series,
two sessions.**



Session 2 builds on the skills and practice from Session 1, with a short practice assignment to try between sessions. Signing up means committing to both dates.

WHAT YOU'LL LEARN AND PRACTICE

SESSION 1 - MONDAY, NOV. 2

- Deep listening: tuning in to what is beneath the words to help others feel heard
- A 3-step framework for preparing for a difficult conversation
- Communication patterns that emerge when tensions rise

SESSION 2 - MONDAY, NOV. 16

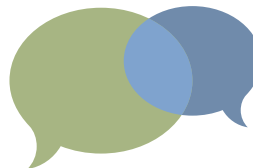
- Applying the 3-step framework through case studies and role plays
- Paired and small-group practice, with debrief
- Troubleshooting real world application

WHO IT'S FOR

- Case studies are based on the conversations public-facing staff navigate every day.
- The skills are just as relevant for community members who want to strengthen how they handle difficult conversations with colleagues, neighbors and family members.

YOUR TRAINER

Caitlin Meredith
Mediator · Trainer · Conflict Coach



CLICK QR CODE TO
REGISTER

Space is limited to 25 participants.

Questions:

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