

bcpvpa



Navigating Difficult Conversations

A Virtual Four-Part
Leadership Series

Members \$149.00^{+GST}
Non-Members \$159.00^{+GST}

IMPORTANT: Cancellations and Refunds Policy

If you need to cancel your registration
the BCPVPA refund policy is:
30 days notice, 100%
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Questions? Contact: pldinfo@bcvpva.bc.ca

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**Difficult conversations are an inevitable part of leadership,
but they don't have to be feared or avoided.**

Instead, those conversations can become powerful opportunities
for learning, growth, and connection.

This four-part series — **Navigating Difficult Conversations** — is
designed to equip educational leaders with practical tools, strategic
exercises, and real-world case studies to transform challenging
dialogues into meaningful, constructive exchanges.

Each session offers **active, participatory learning**, integrating
coaching conversations, leadership competencies, and interactive
exercises that will strengthen your ability to lead with
clarity and confidence.

Session One:

From Conflict to a Learning Conversation

Duration: Two hours, 30 minutes

Conflict is often misunderstood as something to fear or escape.

In this session, you'll learn how to **reframe conflict**
as an opportunity rather than a roadblock.

Through case studies and guided reflection, we will explore:

- The assumptions we hold about conflict and how they shape our responses
- Strategies to shift from avoidance into a mindset of productive learning
- The most common sources of conflict experienced by school leaders
- The three essential layers of a learning conversation: what happened, feelings, and identity
- Applying these principles in a complex case study to surface diverse perspectives and define a generative way forward

Session Two:

Managing Self

Duration: Two hours

Effective leadership begins with self-awareness. In this session, we will
explore the **power of emotional regulation** and how it directly impacts
our ability to navigate difficult conversations with clarity and confidence.

Through interactive exercises and real-world applications, participants will:

- **Define anger** for what it is, how it manifests, and how it affects decision-making
- Identify **Mindtraps** that diminish resourcefulness and limit effective problem-solving
- **Challenge self-talk** to shift into a more constructive and empowered mindset
- Explore strategies for **self-care** that foster responsiveness rather than reactivity
- **Pair up** to work through a current challenge, applying insights and techniques in real time

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Session Three:

Managing Polarities

Duration: Two hours

Leadership often involves navigating complex tensions—where opposing approaches each hold value. Instead of choosing one side, this session will equip school leaders with tools to **reframe conflict into neutral language** and **explore the deeper beliefs, values, and perspectives** behind opposing viewpoints.

Through **polarity mapping**, participants will:

- Identify ongoing conflicts within their schools and define them in **neutral terms**
- Examine the **positive and negative impacts** of each approach
- Determine the **higher purpose** that aligns both perspectives for the best impact on the system
- Surface the **greatest fears**, the risks of staying so committed to one side that it negatively affects student success
- Develop **steps for staying in a productive state** while also recognizing key indicators that signal the need for recalibration

Session Four:

Engaging Others

Duration: Two hours

Leadership is more than strategy it is about **genuine connection**. In the fast-paced environment of a school, leaders constantly engage in conversations that shape relationships with teachers, students, parents, and staff. Yet, amidst urgent demands, deep listening and perspective-taking often get overlooked.

This session introduces the **See-Hear-Speak** model, guiding participants in **understanding and applying key influence strategies** to foster stronger relationships and more effective dialogue.

- Recognize **“See” situations** where stepping into another’s perspective can improve understanding and strengthen relationships
- Explore the **four steps of the Perceptual Positions** model for shifting viewpoints and developing deeper empathy
- Learn how to apply these principles in leadership conversations to **build trust, collaboration, and lasting impact**

By **intentionally listening and stepping into the experiences of others**, leaders can move beyond transactional conversations and create truly transformational dialogue. This session offers **practical tools for influencing with integrity**, ensuring that every interaction strengthens the fabric of the school community.

Leadership isn’t about avoiding hard conversations:
it’s about transforming them.