

EMERGING WORKPLACE HAZARDS: **Creating Adaptable and Innovative Safety and Health Training**

May 2–4, 2023 / Indianapolis, Indiana



WORKSHOP SESSION SUMMARY

POST-CONFERENCE PROCEEDINGS

1. Session Title and Presenter's Contact Information:

18: Handling Difficult Conversations

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2. Workshop Summary:

Whether you are facilitating a class on HAZWOPER or OSHA, participants have different backgrounds and viewpoints that can make their way into a classroom, some of which may be unwelcome. How should you prepare for this kind of discussion? How do you find the right words in the moment? And, how can you manage this exchange so that it goes as smoothly as possible? In this full-session workshop, trainers will exchange tips and techniques utilized to have difficult conversations and de-escalate tension in the classroom.

3. Methods:

The facilitators guided the participants to work in small groups to answer questions on provided handouts, asking them to select someone from each group to record the answers and report back to the large group. For questions one through three, participants worked from the handout and for question four (a, b and c), participants were provided a piece of flipchart paper and a marker to record their answers and later present them to the large group. The facilitators allowed members from other groups to help share ideas and solutions with the presenting group. The facilitators also provided a short PowerPoint (PPT) presentation to include visual pieces of the conversation.

The handouts and PPT were provided in English and Spanish to accommodate more than one language, and the facilitators tried to use both languages when presenting too.

The advantage of the small group activity method was that participants got to share personal experiences within their groups, including lessons learned. The disadvantage is that there were only three tables, making the "small" groups rather large so maybe conversation was limited.

4. Main Points/Key Points Raised from Participants:

Participants raised some of the following key points:

- Laying out "ground rules" prior to beginning each training is helpful in preventing conflicts.
- Each difficult conversation should be viewed differently. The facilitator/instructor/educator should look closely at how the conversation should be addressed.

NATIONAL TRAINERS' EXCHANGE

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5. References:

None.

6. Workshop Handouts/Resources:

- “Difficult conversations” handout with questions
- PPT slides to guide the conversations