

# Difficult Conversations

**A Positive Messengers creative tool in  
collaboration with Hope Not Hate**



Co-funded by the  
Rights, Equality &  
Citizenship Programme  
of the European Union

**W A T E R**

**H O P E**

**W A T E R**

# Audio Clip 1

**Q. Your workshop was entitled ‘difficult conversations’. Can you explain what this means?**

*Before listening to recording 1, find out what an ‘echo chamber’ is, if you’re not familiar with the expression.*

To listen to the audio click here



# Challenging prejudice in our every day conversations



# Audio Clip 2

**Q. You say that we must challenge prejudice in our everyday conversation. How?**

*Before listening to Arun, think of the kind of arguments people put forward about refugees or immigrants, such as 'They're not refugees, they're economic migrants.'*

To listen to the audio, click here



*After listening to Arun can you identify what the two key concepts are?*

# Getting the dynamic right

## Empathetic Listening

- This should be our instinct.
- It needs to be genuine.
- Engage with the person behind the opinion.
- What are their core values?
- What do they really care about?

# Getting the dynamic right

## Open / Provocative Questions

- Has this happened to you?
- What leads you to believe that?
- Can you imagine what this would feel like from another perspective?

# Audio Clip 3

**Q. Can you explain a bit more these 2 concepts - 'empathetic listening' and 'open or provocative' questions – and also what 'getting the dynamic right' really means?**

To listen to the audio, click here



**After listening to this clip, answer the following:**

- *Explain what these two key concepts are.*
- *What does Arun say about getting 'the dynamic right'?*



# The Thinking behind this Training

- **Los Angeles Leadership Lab: Deep canvassing**
- **Fear and HOPE research: Feb 2011, Feb 2016, July 2016, July 2017.**
- **National conversation research:**  
[www.nationalconversation.uk/reports](http://www.nationalconversation.uk/reports)

# Audio Clip 4

**Please note** that David Fleisher whom Arun mentions is Director, Leadership LAB at L.A. LGBT Centre in California.

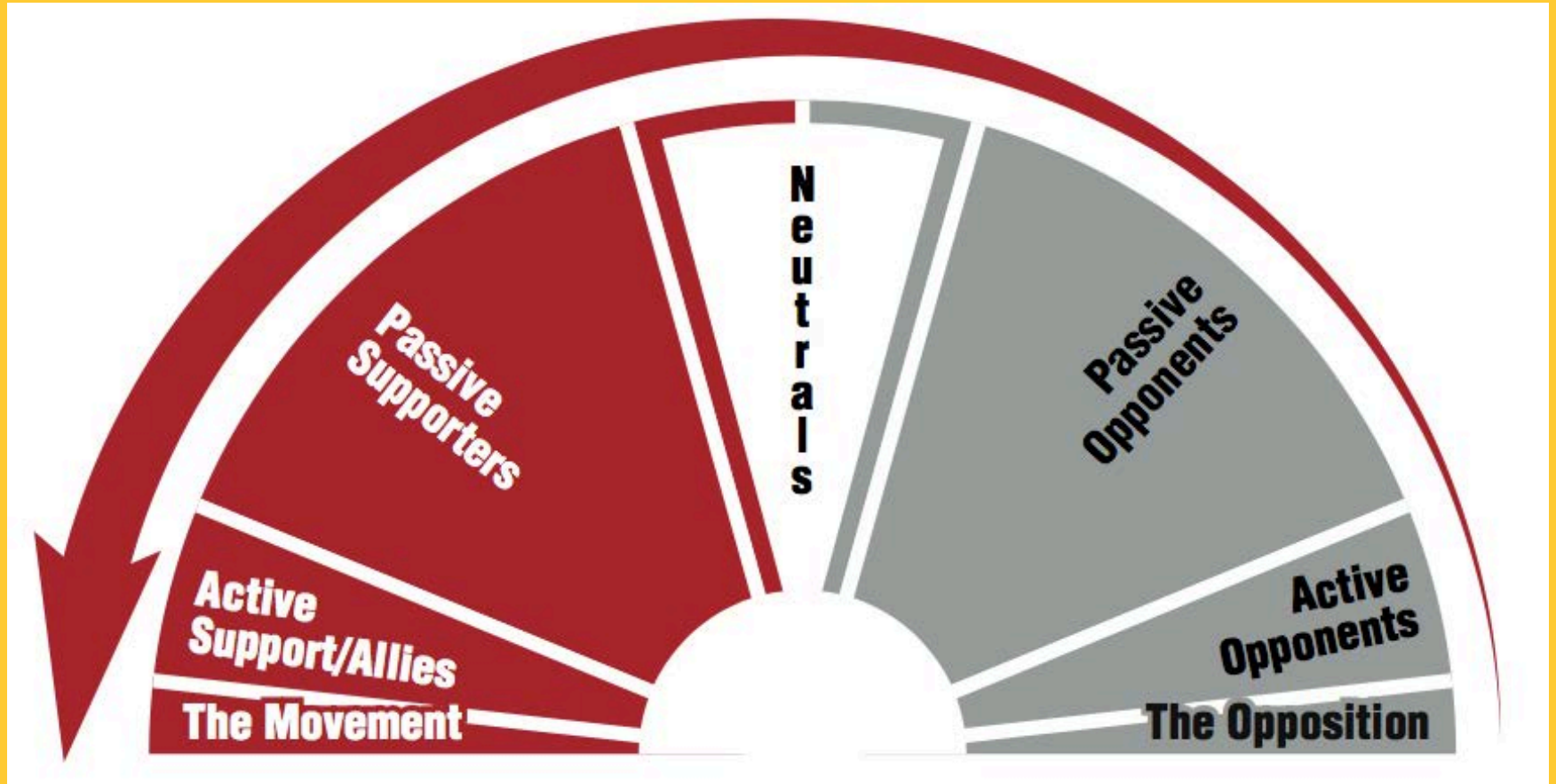
To listen to the audio, click here



**After listening** to Arun, answer the following question:

*What research is the training based on?*

# Target Audience



**Spectrum of Support**

# Audio Clip 5

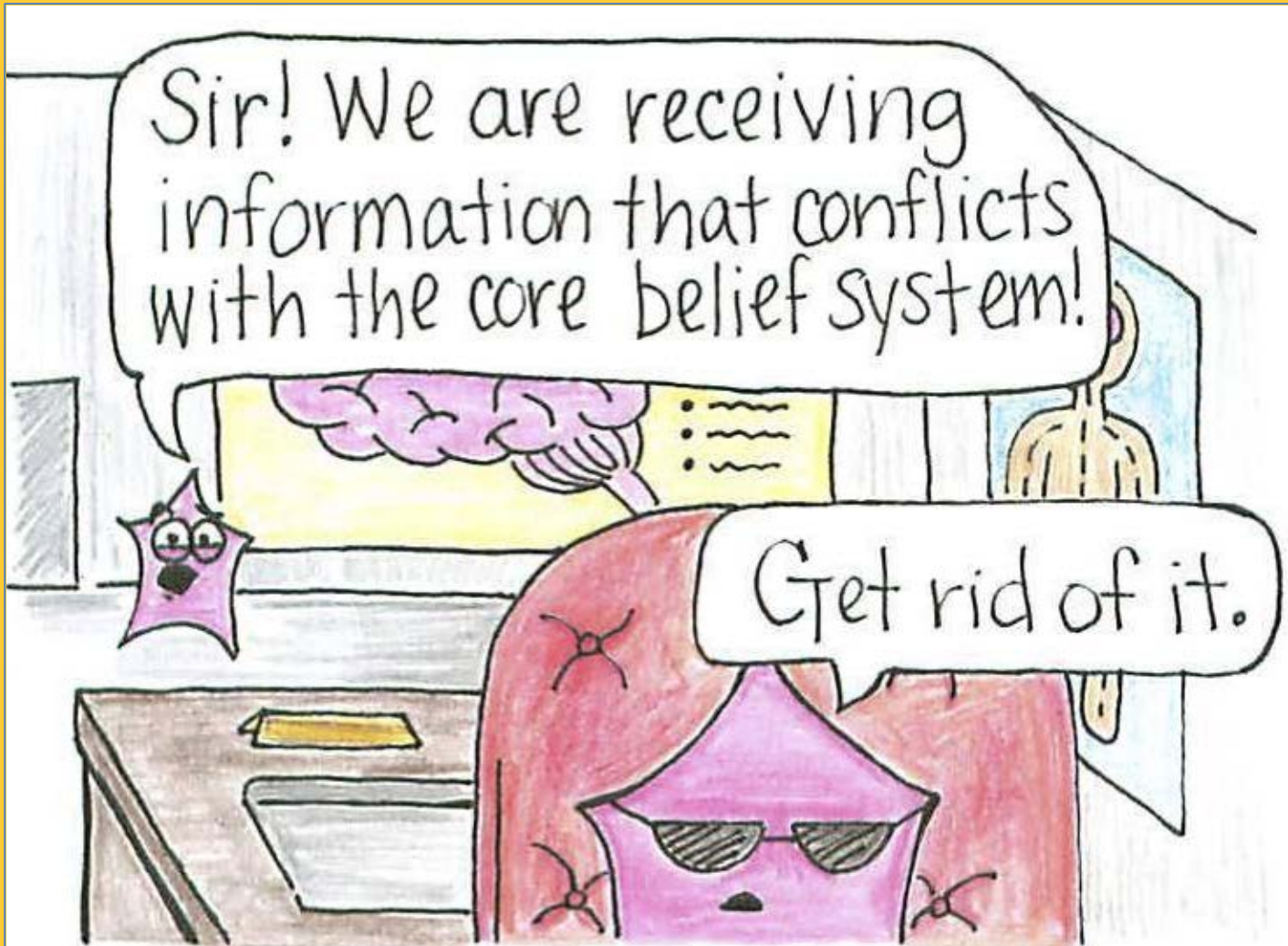
*Before listening to Arun, think of whom the target audience might be.*

To listen to the audio, click here



*Then listen to Arun to check your predictions.*

# What **works** and what **doesn't work**?



# Audio Clip 6

**Q. From your experience, what works and what doesn't work?**

*Before listening to Arun answering this question, from what he said before, try and predict what he's going to say. Check your answer by listening to Arun's response.*

To listen to the audio, click here



# Audio Clip 7

**Q. You put more emphasis on human stories rather than facts. Why? Aren't facts powerful?**

To listen to the audio, click here



*After listening, answer the following questions:*

- *Why are stories so powerful?*
- *What is this 'vulnerability' talked about?*
- *What is the 'disconnect' Arun mentions?*

# Given the space to speak

- Focus on personal experience and human stories. Bring it back to people wherever possible.
- Keep it short and sweet. Don't talk too much.
- Admit when you're not sure of something, don't try to maintain control.
- Use facts if it makes sense in the conversation, but be mindful, and don't bring them up out of the blue.



# Audio Clip 8

**Q. What would be your advice to people engaging in ‘difficult conversations’?**

To listen to the audio, click here



*After listening to Arun, give 2 or 3 pieces of advice mentioned by Arun.*

# Some concluding points

- Who we're speaking to is important.  
Target messaging.
- **Always** start by listening and questioning.
- The people we are speaking to are not our enemies. We should feel confident and clear about our values.
- A technique is better than a line.

# Some concluding points

- Stories work better than facts.
- If we are to use facts, then nuance and reason should be the focus.
- You may be the first person taking time to listen to them about this.
- You're not going to win everyone over.

# Audio Clip 9

**Q. One last word: Does it work?**

To listen to the audio, click here



*After listening, mention 2 or 3 reasons given by Arun why this technique works.*

**HATE**  
**HOPE**  
**HATE**



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