



John Sturrock Podcast

(transcript)

Better Conversations, Better Outcomes

Session 15: Taking Stock

It's now several weeks since I started this podcast series. We've covered a lot of ground. This, the fifteenth podcast, serves in part as a summary and as an introduction to our online workshop series.

In podcast 12, I discussed the structure which I commend for providing a framework in most negotiations, mediations and problem-solving generally. PRUDDIE was the mnemonic which I recommended. Earlier, we'd spent quite a bit of time on how to deal with people with whom we may disagree and on questioning and listening skills. Along with separating people from the problem, and the power of the pause, these all fit well into the R and U stages of PRUDDIE, although of course not exclusively so. The two most recent podcasts on neuroscience and cognitive bias probably underpin all of the stages and arise often when negotiation is getting tough.

In podcast 6, in the context of asking questions, we looked at preparation which of course is "P" in the mnemonic.

Giving feedback using HPDREE works well at the E stage in PRUDDIE but recently in a workshop when we discussed this, the point was made that it is a great tool for helping clients to learn and to think and do things differently.

With all of this in mind, we have launched a series of 90 minute online workshops to explore the podcasts and, in particular, to enable participants to practice the various skills and techniques and to begin to knit them together as the topics inevitably interact.

The content will be broadly as follows:

- **Seminar 1:** Preparing strategically for difficult meetings / Asking really good questions to understand what is really going on.
- **Seminar 2:** Listening with real interest / Dealing with disagreement and different views.
- **Seminar 3:** Asking really good questions to understand what is really going on / Giving effective feedback to colleagues and others.
- **Seminar 4:** Applying neuroscience and cognitive bias in practice in negotiation, mediation and elsewhere.

Details are on the website. I hope you might join me in one or more of these events.