# CEDR Skills for Life Programme for Girls Human Rights' Hub
## Mastering the Art of Difficult Conversations



Do you ever have to have difficult conversations with colleagues or friends? Would you know what to do if you wanted to convince someone of your point of view? How would you handle asking your boss for a raise or telling a colleague you disagree with them?

We all have to have difficult conversations but very few of us have had training in these conversations.

At CEDR (the Centre for Effective Dispute Resolution), we are experts in helping people to have difficult conversations. As a leading dispute resolution provider, we help thousands of people a year to negotiate and handle conflict. Through our CEDR Foundation, our thought leadership and outreach arm, we also work to help younger people and charities to gain the key skills to handle conflict.

Now with the online CEDR Foundation Skills for Life Programme, you can learn the core skills for having difficult conversations.

## About the Skills for Life Programme

The Skills for Life programme is an online learning system, delivered by the CEDR Foundation, which allows individuals to self-learn the key skills of having difficult conversations.

The Skills for Life programme is suitable for individuals aged between 16-25 and there is no prior knowledge required.

**We are partnering with Girls Human Rights Hub to offer the programme to 100 participants for free.**

## The Skills for Life programme covers four key topics:

1. Understanding what is going on - Active Listening Skills.
2. How to handle emotions in yourself and other people.
3. Working with different personality types.
4. Influencing with Integrity – The art of persuasion.

The programme is designed for people from all backgrounds, who would not normally have been taught how to handle conflict or have difficult conversations.  We developed this based on our work in person delivering similar in-person programmes such as the *New Dialogues Programme* for organisations and individuals over the last five years.

The programme is divided into four main modules. Each module is self-guided with videos from CEDR trainers to watch as well as interactive exercises and follow up reading and practice exercises. A module should take approximately 45 minutes to complete and the entire course should take 4-6 hours.

At the end of the programme, there is an assessment opportunity which will allow participants to test their skills and, if they pass, gain a certificate in CEDR Skills for Life.

For more information about the Programme Scan the QR code above or email us at
foundation@cedr.com