

# MIDLANDS MEDIATION NETWORK EVENT

5 MARCH 2019

## Negotiation, Persuasion and High Stakes Decision-Making For Mediators and Other Professionals

This workshop will share insights from research in high stakes settings that are about persuasion, resistance and decision-making. The aim is for mediators and other professionals to better understand the communication practices that work to persuade, overcome resistance and share decision-making when the parties are emotional and the conflict is high: life support treatment, suicide and crisis negotiation, and health-and-safety conversations.

### Learn:

1. What professionals do that cause conflict and resistance
2. What communication strategies work in stressful conversations with emotional parties
3. Why we're wrong about rapport
4. Which verbs lead to engagement in high stakes settings
5. Why every word matters

The workshop draws on research by Prof Elizabeth Stokoe and Dr Rein Sikveland, who have translated much of their research on what works to get people to agree to mediate into training for mediators. CARM - the 'Conversation Analytic Role-play Method' - is an approach to training based on research evidence about what works and does not work in professional and workplace interactions with service users. In contrast to traditional role-playing encounters - which differ from the actual encounters they seek to mimic and provide practice for - CARM uses audio- and video-recordings of real-time, actual interaction as the basis of its training technique. The CARM approach provides participants with a rare opportunity to scrutinize and identify effective and less effective practice and take away clear messages about how to communicate with service users.

### Biography

Elizabeth Stokoe is Professor of Social Interaction in the Department of Social Sciences at Loughborough University. She uses conversation analysis to understand how talk works - from first dates to police interrogations; from medical communication to hostage negotiation. She has published over 100 scholarly articles and books. Outside the university, she runs workshops with doctors, mediators, salespeople, police and other professionals using her research-based communication training method called the Conversation Analytic Role-play Method. She is one of thirteen WIRED 2015 Innovation Fellows; has given TED, New Scientist, Google, and Royal Institution lectures, and her research and biography were featured on the BBC Radio 4's The Life Scientific