

2-Day Mediating Difficult Workplace Conversations Training

with Liv Larsson (from Sweden).

Tues 2nd to Wed 3rd September 2025 - Sydney (Crows Nest)



We are delighted to announce that **Liv Larsson**, international mediator, author of over 20 communication and mediation books, and Certified Trainer with the Centre for Nonviolent Communication (CNVC) has agreed to come to Australia and offer her 2-Day Mediating Difficult Workplace Conversations Training in Australia.

Liv mediates internationally, works with navigating difficult workplace conversations around the world, and has written over 20 books on the subjects of mediation, difficult conversations, workplace communication and shame and vulnerability (a common invisible factor managers need to deal with). Liv brings an emphasis on creating connection, building trust and the importance of unseen factors in navigating this territory.

About this Training

The opportunity

These 2 days will provide a unique opportunity for anyone in Leadership, HR Management, Business Owners, and anyone needing to navigate challenging conversations. This includes difficult conversations you may need to have, as well as learning the skills that supports others to resolve in-depth conflict through dialogue.

In this training you will learn the difference between connecting and disconnecting dialogue (and how to support the latter), how to explore and resolve in-depth conflict, and learning to navigate the challenges that conflict brings. It is a chance to study with a highly experienced international mediator who bases her work in Nonviolent Communication.

Mediation Focused on Connection and Needs

When we focus on the solutions of a conflict, it often leads to stronger positioning by the parties of the conflict. Mediation based on Nonviolent Communication (NVC) focuses on creating connection first, and trusts that when the parties are connected, they will find solutions that work for them. By focusing on the needs that matter to each person, it creates the necessary space for new solutions to arise from the grounding and understanding of compassionate connection.

The focus on listening to a person's needs in a conflict is something a Leader can practice and learn. It is not just based on intuition or empathy, but also on creating a frame-work for understanding between the parties.

These skills learned will also support us as Leaders to navigate difficult conversations where the stakes are high, and support us to build trust rather than eroding it.

“Hands on training”

Mediation difficult conversations between team members is a necessary and high-level skill Leadership skill that gives reassurance and confidence to both you and your teams.

It gives you the capacity to lend a helping hand to conflicting parties by lending your own communication skills. It is not “taking over” the conflict, but is a way to support the parties in dealing with tough dilemmas, helping them find their own solutions forward.

In this “hands-on training” you will have a lot of opportunity to learn, experience and practice both being in difficult conversations and acting as a third party in informal mediation environments. You will have the opportunity to test your communication skills, identifying areas where you need to practice, gain clarity or grow empathy.

Who this training is for

This training is for:

- Experienced Leaders
- HR Management
- Emerging Leaders
- Business Owners
- Anyone wanting to vastly improve their communication capacity.

This training is for those who want to:

- Deepen their skills in having difficult conversations where the stakes are high
- Learn mediation skills to support others to resolve conflict
- Challenge and grow their general communication skills
- Significantly enhance their NVC skills.

You do not have to recognise yourself as a “Leader” to greatly benefit from what is shared.

Requirements for this Training

We would like you to have attended the equivalent of a 2-Day NVC Foundation Training prior to attending this event. If you have not completed this training please contact Shari shari@communicationgroup.com.au – so we can work out a way to support you to attend.

We also suggest in the lead up to the training you read Nonviolent Communication A Language of Life by Dr Marshall Rosenberg and/or the book A Helping Hand, Mediation with Nonviolent Communication by Liv Larsson.

About Liv Larsson the Trainer



Liv Larsson is a Certified Trainer with Center for Nonviolent Communication since 2002. She has worked as a coach, mediator and workshop leader since 1992. She has written over 20 books on the themes of Communication, Mediation, and Nonviolent Communication. Some titles include Anger Guilt and Shame - Reclaiming Power and Choice, A Helping Hand- Mediation with Nonviolent Communication and Cracking the NVC Code. (All 3 of these will help you prepare for this mediation training.)

Liv lives in the north of Sweden. Her mediation contracts include working with mining companies as well as the Swedish Forest Stewardess Council where she has mediated between the Same (the indigenous group of Sweden) and the country's biggest forest companies.

Liv has been sharing her special way of teaching mediation skills internationally, and with many different groups - from UN mediators to social workers and parents and has been leading mediation trainings in Australia, Europe, the Middle East and Asia.

Her passions are cross-country skiing, hiking, swimming, yoga, nature, her son, writing and connecting with people.

Investment

All prices are **GST inclusive**

	Date the Deposit Is Due (\$500)	Individual	Bring a Colleague for Half Price
Super early-bird	30 April '25	\$ 1250	\$ 750
Early bird	30 June '25	\$ 1500	\$ 875
Full rate	-	\$ 1700	\$ 975

Full Amount is due at least one month prior to the event.

Scholarships:

It is our intention to make this training accessible and there are a limited number of partial scholarships available. Please email Shari on shari@communicationgroup.com.au and we will forward you the scholarship outline and application form.

Venue, Times and Accommodation

The venue is Crows Nest Community Centre in Sydney (near North Sydney), walking distance to St Leonards train station and city buses. It commences on Tuesday 2nd September until Wednesday 3rd September 9.30am to 6.00pm each day.

There is accommodation nearby through AirBnB and we will create a Facebook page to connect those participating (to share travel & accommodation).

To Register

Go to www.communicationgroup.com.au:

- Register by entering your details against the Living NVC Training – Pay via paypal or after filling your details, abandon the cart and pay by bank deposit (Communication Group, BSB 633000, No 211 735 808 Ref Your Name).
- A \$500 non-refundable deposit is paid to secure your place in the training .
- To receive early bird rates, deposit must be received within the date specified.
- The remainder of the payment is **due one month prior** to the training commencing. (unless discussed with Shari prior). People on wait lists will then be notified.
- Note: Deposits are non refundable.

If an organisation is paying for the training, full payment is payable (not deposit) to secure place. Please request an invoice if required. To benefit from early bird rates, full payment must be received prior to the end of the EB date. Contact shari@communicationgroup.com.au for any additional information.

Wait List

This training is limited in numbers and once it is full we will have a wait list.

For more Information

If you require additional information, please email:

Shari Elle on shari@communicationgroup.com.au or phone on +61 412 233 955.

Additional Information about this Training:

How Does Liv's Approach Vary from other Conflict Resolution Training?

In addition to her extensive experience and wisdom, Liv brings to her mediation training 3 additional differentiations to her resolving conflict approach. Not only do these create better outcomes for participants, but they also contribute to ease and joy for the mediator.

Approach 1: Nonviolent Communication to support the Difficult Workplace Conversations Process

Focusing on solutions to a conflict often leads to even stronger positioning. So this approach, based on Nonviolent Communication (NVC), focuses instead on connection... trusting that when the parties are connected they will find solutions that works for them. The basis for compassionate connection in NVC is a focus on needs. By focusing on needs during the supported conversation we create the necessary space for new solutions to arise.

NVC is a very practical skill that a leader can practice and learn. It is not only based on intuition or empathy, but also creates a framework to support understanding between the parties.

Approach 2: Shame/Vulnerability

Liv works extensively with the approach of transforming cultural shame to natural vulnerability. Breaches of trust are often a major factor contributing to the conflict in mediation, so shame often shows up during conflicts. When breaches of trust have happened, it is crucial for a mediator to know how to handle shame.

Most participants in mediation attempt to avoid shame, using strategies that don't support mediation or conflict resolution. They avoid engagement, brace themselves, become insensitive, get angry or take all the blame themselves. These reactions do not support good mediation outcomes so mediators must be able to work with shame.

Shame is also contagious so a leader supporting a conversation where there is a lot of shame, needs to know how to handle their own shame as well.

Approach 3 – Maintaining Trust

During the training we will also keep an eye on the issue of trust. It is fundamental for a Leader to be able to gain and create trust. Trust is connected with intention and integrity but also with **competence and results**. For a solution to be successful it needs to take all levels of trust into consideration.



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