

WHO & WHY?



For anyone who will sometimes be involved in challenging conversations, and wants a set of tools, tips and techniques to minimise the risk of such conversations occurring, and to manage them effectively should they happen.

Outcomes

- ✓ Take actions to prevent or minimise the chance of a challenging conversation occurring
- ✓ Deal skilfully with a challenging conversation should it happen
- ✓ Feel more confident in your role and responsibilities within such a conversation

Content

- What makes a challenging conversation challenging
- Three key factors that contribute to a conversation being challenging
- Key skills, tools, tips and techniques
- Applying the learning through case work

Learning Approaches



core learning input



paired & group activities



solo activities



facilitation



role play / simulation



good practice guide



reflection & consolidation



on site or



online

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Trainer has excellent communication skills, very easy to respond to

Manager,
Merseycare NHS

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