workshop outline

effective

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

Learning Approaches



core learning input



paired & group activities



solo activities



facilitation



role play / simulation



good practice guide



reflection & consolidation

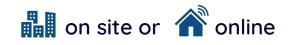
Content

- What makes a challenging conversation challenging
- Three key factors that contribute to a conversation being challenging

Challenging

Conversations

- Key skills, tools, tips and techniques
- Applying the learning through case work



Trainer has excellent communication skills, very easy to respond to

> Manager, Merseycare NHS