

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

“

Trainer has excellent communication skills, very easy to respond to

Manager,
Merseycare NHS

”