

# Confident Conversations™



One-day simple, effective and robust framework to manage and facilitate conversations. Equip your managers and leaders with the skills they need to prevent disputes before they escalate out of control.

## About the Course

The ability to manage difficult conversations is one of the cornerstones of effective management and leadership. On this course, delegates learn how to hold difficult conversations, nip issues in the bud and give feedback to their team concerning performance and absence. Delegates also learn how to prevent workplace conflicts escalating and how to communicate with taciturn employees and team members exhibiting challenging behaviour.

The course is designed and delivered by experts. Delegates develop an awareness of the block and barriers to effective communication and how to overcome them. Through active participation and experiential learning delegates learn how to secure sustainable and lasting outcomes at times of change, crisis or conflict.

### Key program objectives:

- Understand how to prepare for, hold and reflect upon a difficult conversation
- Gain an enhanced ability to recognise and overcome the blocks, barriers and fears around having difficult conversations
- Use a range of active listening and reframing skills to move a situation forward
- Manage strong emotions and assertively challenge negative or destructive attitudes or behaviours

*"TCM's delivery was very professional and informative. A day well invested for my professional development."*

Sue Deane, HR Administrator at Global Infusion Group

## Key benefits:

- Develop constructive conversations with employees and teams
- Promote wellbeing by developing a positive, communicative and supportive team environment
- Identify and respond to disputes and grievances
- Facilitate the management of change
- Promote and support informal resolution of grievances

## Potential delegates:

Ideal for all managers, TU reps and HR professionals within.

## In-house training – a bespoke solution for your business:

We can deliver all of our courses on an in-house basis. Please contact our Business Development Team on [0800 294 97 87](tel:08002949787) for more details.

## Learning styles and aftercare

This course utilises a variety of teaching styles, including facilitator presentation, participant discussion, personal reflection, group exercises, workshops and role-plays. All activities take into account participants' individual learning styles and provide a broad range of experiential and shared learning.

All delegates receive twelve months' follow up support to help them to embed the learning.

## Why Choose TCM?

- We have over 14 years' experience of designing and delivering world class training.
- We share our expertise and we draw on our depth of knowledge whilst making our courses accessible and fun.
- We pride ourselves on our level of customer care before, during and after every course plus; we are Customer First accredited.
- We tailor our in-house courses to your requirements.

# The Course Outline

## Module 1

- What is a difficult conversation?

## Module 2

- Understanding your approach

## Module 3

- Framework for giving a difficult message

## Module 4

- Preparation for the conversation

## Module 5

- Skills for the conversation

## Module 6

- Receiving a difficult message

## Module 7

- Giving a difficult message

## Module 8

- Working with strong emotions

## Module 9

- Reframing the conversation

## Module 10

- Getting results at informal resolution