



Preparing for a difficult conversation

Overview

By paying careful consideration to the way we speak and listen to others, we can all improve the way we handle challenging situations.

Duration

This is a one-day course.

Training outcomes

The training will equip you with the knowledge, understanding and skills to prepare for a difficult conversation. It will enable you to:

- Understand what conflict is and the opportunities it provides.
- Know about the individual differences in how we respond to situations at work.
- Understand and work with some of your triggers.
- Develop active listening skills and strategies to build positive communication.
- Develop effective strategies for getting your message across.

Who is it for?

This course is beneficial for anyone who interacts with people in their daily role, especially those who have frequent contact with members of the public or vulnerable people. Examples include:

- Customer service professionals
- Chief executives, team leaders or managers dealing with staffing issues
- Drug and alcohol workers and anyone working with vulnerable adults
- Housing officers and case workers
- Youth and community workers
- Charity workers or volunteers

Testimonial

“I found it very interesting and useful in various situations. It’s amazing what you can learn about communication. Everyone needs to do this training!”

Anon, Preparing for a difficult conversation course participant

If you are interested in this training course for your organisation, send me an e-mail or call for a free consultation to see how I can work with you.

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