

Challenging Conversations

Feel confident to discuss difficult topics through negotiation and influence.

Take the heat out of those awkward discussions about behaviour, complaints, results or actions to give helpful conclusions.

Course Outline

This session develops the ability of delegates to prepare for and hold conversations with a range of people, including staff, parents and governors in challenging circumstances.

It focuses on managing emotionally charged behaviour in an empathetic and assertive way that takes the heat out of the discussion. Delegates will understand more about how they naturally deal with conflict and how they can influence and negotiate more effectively.

By the end of this session delegates will be able to:

- Understand the benefits of holding challenging conversations
- Use models to structure challenging conversations
- Understand their own default approach when faced with conflict
- Understand emotionally charged behaviour and deal with it assertively.

Please note, cancellations received within three working days of the course, or failure to cancel, will be subject to an administration charge of £50. Cancellations can be made by calling us on 01603 303355 via SLA Online, or by emailing governorservices@educatorsolutions.org.uk

Audience

All Staff

Trainer

Anna Palmer

Date

16/10/2018

Time

9.30 am – 12.30 pm

A free lunch is provided if you book training sessions in the morning and afternoon on the same day or attend an all-day session.

Venue

Norwich Professional Development Centre

Cost

Free to subscribing schools
£140 per delegate to non subscribing schools

Course Ref

GOV-1018-T018



For more information and to make a booking
www.educatorsolutions.org.uk
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