

Challenging Conversations – Building on personal and professional effectiveness

Take the heat out of those awkward discussions to give helpful conclusions.

Course Outline

This session develops the ability of delegates to prepare for and hold conversations with a range of people; staff, parents, governors etc, 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 and the implications of avoidance or fudging
- Use models to structure challenging conversations
- Understand their own default approach when faced with conflict
- Understand emotionally charged behaviour and to deal with it assertively.