

Courageous Conversations

Thursday 26th September 2019 – West Bridgford Library – 0930-1630

A 'courageous conversation', positive and diplomatic in approach, yet handled clearly and assertively, can be what's needed in certain interactions with customers or colleagues, within or from outside the organisation. This session provides tips and techniques with opportunities for practice and feedback.

Learning Outcomes

As a result of this training you will be clear on:

- What is a courageous conversation and when's the best time
- Structuring the conversation to achieve a positive outcome
- Techniques for making your case, delivering difficult messages and handling objections
- Ways to handle your own emotions
- The importance of seeking support

The programme will cover:

- What's your communication style?
- Your challenging conversations
- Visual, vocal, verbal – assertive behaviour – refresher
- Delivering difficult messages
- Handling objections using TAA
- Practice
 - Delivering difficult messages
 - Handling objections
- Managing your own emotions

There will be a small amount of pre-work to enable you to get the most from the workshop.

Your Facilitator

Diana (Edmonds) is looking forward to working with the team. Diana regularly works with teams and individuals to facilitate the use of behavioural techniques for effective influencing and conflict resolution. Her style is informal and involving.

www.bridgfordconsultancy.co.uk

The Venue:

[West Bridgford Library](#), Nottingham, NG2 6AT

Costs: £130 (LIEM members) £170 (non-LIEM members)

Any questions? Contact Carol training@liem.org.uk