



# Difficult Conversations

**3** external CPD points

## Learning and discussion – 2.5 hour interactive webinar session

- Recognise when a colleague is in crisis and support is required
- Consider the key elements of effective communication
- Review the barriers to effective communication with colleagues/trainees and consider practical solutions
- Understand different personalities, preferences and values by analysing your own ‘social style’ and being able to adapt this in order to be more influential with colleagues and trainees
- Deal with complex and challenging behaviours and/or belief systems
- Give constructive feedback which is effective and does not cause offence
- A 10-15 minute Q&A session (unrecorded) to deal with personal issues and challenges

<b>5 mins</b>	<ul style="list-style-type: none"> <li>• Aims and objectives</li> <li>• Timings – Process: Think-Do-Share</li> <li>• Introductions</li> </ul>
<b>45 mins</b>	<ul style="list-style-type: none"> <li>• Review of current communications</li> <li>• Examples of difficulties, exploring feelings, thinking and impulses</li> <li>• Barriers affecting communication</li> <li>• Biases and values – reflect on what matters, what is important, explore and share</li> <li>• Emotions / State Management</li> <li>• Personalities - how personality influences communication style to interpret pre-completed social styles questionnaire</li> </ul>
<b>15 mins</b>	<b>Coffee Break</b>
<b>35 mins</b>	<ul style="list-style-type: none"> <li>• Critical Conversations</li> <li>• Relationship Mapping</li> <li>• Transposing</li> </ul>
<b>35 mins</b>	<ul style="list-style-type: none"> <li>• Listening Skills and Giving Feedback to manage difficult conversations</li> <li>• Critical Voice Exercise</li> <li>• Questioning Skills: Powerful questions and precision questioning</li> <li>• Breaking bad news</li> </ul>
<b>10 mins</b>	<ul style="list-style-type: none"> <li>• Q &amp; A</li> </ul>
<b>5 mins</b>	<ul style="list-style-type: none"> <li>• Action plan and what next?</li> </ul>

To book or enquire about this programme please contact us

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