



Handling Difficult Conversations

A L C H E M Y

INTERPERSONAL SKILLS AT WORK

Overview	<p>If you have a change programme to implement, or new legislation to adhere to, you may well be anticipating some difficult conversations, if so this programme is a really effective way to prepare yourself.</p> <p>The morning is spent understanding our natural and instinctive reaction to receiving bad news and exploring some ways of overcoming the obstacles, whereas the afternoon is devoted to practising the skills. Using actors to create a realistic atmosphere, the participants are transported to as 'live' a situation as possible.</p>
Aimed at	Anyone who is anticipating difficult conversations resulting from the delivery of unwelcome news.
Benefits of Attending	<p>After attending the workshop, you will be able to:</p> <ul style="list-style-type: none">• Recognise the fight and flight response to stress• Appreciate the power of empathy• Contrast courage and consideration• Understand the application of structured models to remain assertive under pressure• Recognise your personal instinct under pressure
Topics Covered	<ul style="list-style-type: none">• Understanding assertiveness• Delivering bad news• Respond don't react• 'Real-play' skills practice (with actors playing roles)
Duration	1 Day
Group Size	Maximum 12 Participants
Our Ref.	HDCCoIC05
To Book	<p>Call us on: 01865 811148 e-mail us at: info@alchemytraininguk.com</p>