



Confident Conversations

Plan, manage, and conduct challenging conversations more confidently and competently

Most of us will, from time to time, need to hold a difficult conversation with a colleague or service user. Challenging topics for conversations can include internal performance issues or serious issues that the service user is experiencing.

Our **Confident Conversations** course shows you how to plan, initiate, and manage a positive discussion about any sensitive topic: helping you stay in control of both sides of the interaction and ensuring that you can set and achieve your objective.

On this course, your delegates will learn how to:

- Manage discussions around sensitive subjects
- Listen well, respond appropriately, and provide feedback
- Plan, structure, and conduct challenging conversations

Want to find out more?

Call us on **0800 772 0778**, or email us at hello@ukmediation.net

At a glance...

- One-day course
- Up to 16 delegates
- Delivered at your location
- Learn how to address conflict more positively
- Be able to plan and initiate challenging conversations

“ I can see my training being useful and there are a number of opportunities for me to use it. I felt the trainer was excellent too.

Ellie O'Neil
Caseworker
YMCA Cornwall

About UK Mediation



UK MEDIATION

Founded in 1999 by Dr Mike Talbot, UK Mediation has come to be recognised as the leading provider of mediation services and training. UK Mediation uses only the most experienced mediators, with specialists in workplace, neighbourhood, family, commercial and medical mediation.

Find out more at www.ukmediation.net/about-us