



## Handling and Responding to Difficult Conversations

Your NHS training: how to tackle difficult meetings; improve emotional awareness and conduct courageous conversations

📺 Online Workshop

📅 Thur 07 Jul 2022 09:30-15:30

## Handling and Responding to Difficult Conversations

**Full agenda:** Thursday 7th July 2022 | 9.30am registration- 3.30pm close

**Full speaker details:** Gain a professional edge, hone your leadership style and invest in yourself with your experienced workshop leader Rachel James.

**Event information:** highlights of the programme

- Equip yourself with the tools to diffuse tension before it becomes a difficult conversation
- Build an action plan to respectfully and productively approach difficult conversations
- Prevent destructive thinking patterns and reduce damaging behaviour
- Improve your non-verbal communication skills
- Conduct an effective, assertive conversation
- Follow up from difficult conversations to ensure a productive working relationship

**Pricing structure:** price and attendance

- £349 + VAT for one NHS or public sector place
- £299 + VAT (each) for two or three NHS or public sector places
- £599 + VAT for one commercial organisation place

**You may also be interested in:**

- [Compassionate and Supportive Leadership Skills](#)
- [Leadership Skills for Civility and Respect](#)

**Commercial companies** are also invited to sponsor this day, please [email Sarah Kemm](#) for further details.