

Courageous Conversations

Advanced communication and conflict resolution skills workshop



Turning Moment

Conflict Resolution Services and Skills Training



Courageous Conversations

Courageous Conversations is a workshop designed for leaders, managers and staff who need to deal with challenging situations and behaviour.

We explore the skills and knowledge that will enable participants to confidently handle people who are being awkward, angry or aggressive.

To ensure the workshop is relevant, we use bespoke case studies, which are developed in discussion with you and cater for your organisation's specific needs.

The workshop will:

- ◆ Enable participants to increase their awareness of conflict triggers
- ◆ Explore which factors lie behind challenging behaviour and how to deal with it
- ◆ Cover the basic skills needed to prevent escalation
- ◆ Create opportunities for participants to share knowledge and experience
- ◆ Help participants to feel more confident in their decision making and actions
- ◆ Focus on building resilience and supporting participants' mental well-being

Workshop practicalities:

- ◆ Half day on-line workshop for up to 12 people delivered in two 2-hour sessions
- ◆ Available via Zoom, Webex, or Teams
- ◆ Full day in-person workshop for up to 16 people
- ◆ Consultation with your commissioning officer to ensure the training meets your organisation's specific needs

Please contact us for an informal and confidential conversation

Email: info@turningmoment.co.uk

www.turningmoment.co.uk