

# Day Course for school leaders/senior staff

Be confident and ready for those difficult encounters

# Difficult Conversations



# Difficult Conversations

Drawing on work carried out at Harvard University, this day course will describe the essential elements of every difficult conversation- those that can be seen and those that are usually hidden.

With knowledge of these elements, participants will be able to plan more effectively for difficult conversations they need to have- for example:

with a colleague whose performance has been less than required  
with parents of children who have problems in school  
when you have to tell someone bad news

The course will also help when difficult conversations happen without warning- when you have to deal with someone who is upset and angry and the temperature rises.

The sessions are informative with opportunities for the participants to learn the principles and then try out some of the ideas in practice sessions. (Note that the day does not include role play.)

The course has run a number of times over the last 3 years with 97% of participants saying that they would highly recommend it to their colleagues.

Thursday June 11th 2009

9.15 (for 9.30) - 4.00

Campanile Hotel: Aston Lock: Birmingham

With acknowledgements to key source work:  
Harvard Negotiation Project / Triad Consulting Group  
Waterhouse St. Cambridge MA, USA  
001-617-547-1728 www.triadcgi.com



\*\*Understand and reduce the stress\*\*  
\*\*Get the best out of all difficult conversations\*\*

# Difficult Conversations

**Gives you a clear understanding of what's happening  
to help you to take control of the conversation**

What they said about 'Difficult Conversations':

## Senior Secondary school staff:

- ◆ I had a really difficult conversation with a parent. The course helped me realise why she wasn't listening.
- ◆ Good delivery and gave me time to think about myself in the workplace.
  - ◆ This was a well planned and interesting session.
- ◆ I liked the clear structure and the way it was presented as tools to use in a non-judgemental way.

## Behaviour Leaders

- ◆ This course has both reaffirmed and increased my understanding of the process and theory behind it. I thoroughly enjoyed the day.
- ◆ Well worth attending. Lots learned and great strategies to take away.
  - ◆ Excellent pace and clarity of explanations.

## Primary school head teachers

- ◆ This course is definitely good for head teachers and senior people: the better they become the more it'll filter down. I have seen a shift in certain members of staff who have become more biddable.
- ◆ Structured approach to dealing with a difficult subject. Offered real solutions. Suggested useful tools to apply that I didn't know about before. Contents and materials were good.

Difficult

Conversations

# Course Booking Form

Course Name: **Difficult Conversations: Day Course for School Leaders**

Course Date and venue: **Thursday June 11<sup>th</sup> 2009 Campanile Hotel,**

**Aston Lock, Birmingham**

Name(s) of Participant(s)

Any special dietary or access requirements?

School/ Institution/ Service Name

Address

Post Code

Tel. No.

Email

Course Fee ( £ 190 per delegate /£95 for Framework Associate schools\*)

\*Call 0121 464 1392 for details about joining the Associate Scheme

## Method of Payment

Internal (BCC) transfer code:

Invoice – Purchase Order No.

Cheque Book payment

Authorised By:

Please print name below signature

## Terms and Conditions of Booking

1) On receiving this application we will assign available place or places. We will make every effort to keep the dates and venues as advertised. However, on occasion we may not have sufficient places or need to cancel or amend courses. We will let applicants know as soon as possible.

2) To keep our costs down for refunds we require fourteen days notice of cancellation.

Further enquiries/ Phone booking

Call 0121 464 1391

