



## QUALITY CONVERSATIONS™

This is a highly interactive programme designed by the communication experts at TCM. The course helps learners to develop essential skills for everyday management.

Delegates learn how to navigate the complex maze of having difficult conversations, managing performance, and giving bad news. Offering a proactive and hands on approach to teaching, the TCM trainers equip delegates with the confidence to have those crucial quality conversations, to prevent disputes before they escalate out of control and, to be assertive in addressing performance issues to achieve engagement and sustainable outcomes.

The ability to manage difficult conversations is one of the cornerstones of effective management and leadership. On this course delegates learn how to hold quality conversations that enable them to nip issues in the bud and give feedback to their team concerning performance or behaviour issues such as punctuality, absence or styles of communication. Delegates also learn how to prevent workplace conflicts escalating, understand barriers to communication, how to overcome them and how to handle challenging behaviours. Through active participation and experiential learning, delegates learn confidence to secure sustainable outcomes.



## OBJECTIVES

Participants benefit from attending this course in the following ways, they will;

- ✔ Understand how to prepare for, hold and reflect upon a difficult conversation including managing strong emotions and difficult behaviour.
- ✔ Have an enhanced ability to recognise and overcome the blocks, barriers and fears around having difficult conversations.
- ✔ Understand preferred personal approaches and their impact.
- ✔ Develop effective and assertive responses to challenging behaviours and strong emotions.
- ✔ Give and receive feedback using TCM's non-defensive formula.
- ✔ Have a greater range of active listening and reframing skills to move a situation forward.
- ✔ Have capability to create and manage boundaries and set clear goals.

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## WHO IS THIS COURSE FOR?



All Managers  
Trade Union Representatives  
HR Professionals



## DELIVERY

### Quality Conversations™

A one day course delivered online or in-house.

This TCM Blended learning programme incorporates pre and post course learning to support participants' development of knowledge and skills. All delegates receive 12 months follow up support to help them to embed the learning. Participants can develop peer networks through interaction before, during and after the programme to share knowledge and resources. In-house programmes can be customised to include:

- ✓ Coaching
- ✓ Team development
- ✓ 360 degree feedback
- ✓ Personality Profiling

Quality Conversations™ can be incorporated into a wider modular development programme for in-house leadership development programmes with any of our leadership, communication and mediation courses in a fully customised blended learning programme.

**Trainers:** Delivered by TCM's expert trainers. The course uses a variety of teaching styles, is highly interactive and enables participants to apply and receive feedback on their skills.

# TCM

GROUP

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