

Will deliver the following course as detailed below:

Chairing Meetings and Navigating Difficult Conversations

Date: 15th September 2021
Location: Virtual Via Zoom
CPD Points: 6
Times: Morning - 9:15-12:30
Afternoon 13:00-16:15
Facilitator: Cecilia Miller



Chairing Meetings:

The aim of this programme is to assist busy professionals to get the most from the meetings they chair and to achieve clearly defined meeting outcomes, by improving participant contributions and overcoming meeting challenges.

Measurable Aims: At the end of this programme, the delegate will have:

- Acquired a common understanding of the roles and expectations within effective meetings, including the role of the chairperson, minute taker and attendees.
- Established the best structure for conducting their meetings and the tools available to achieve the meeting outcomes.
- Developed skills and techniques to manage different behaviours and energy levels within a meeting to ensure they get the most from the meeting attendees' contributions.

The Programme Includes:

- Principles & Roles within Effective Meetings
 - Characteristics and structure of effective meetings
- Managing participation
 - Techniques to Manage Participation and channel energy
- Meeting skills practice



Navigating Difficult Conversations

When difficult conversations present themselves, it is important to know how to approach them depending on their type. This course will assist delegates in their approach to conversations that could be of an emotional or sensitive nature or alternatively they could be a grievance or complaint. Delegates will learn how to approach each type of conversation in a professional and polite manner in order to regain effective relationships, either from a personal or professional perspective.

Learning Outcomes: At the end of this course, the delegate can:

- Understand three different approaches depending on conversation type
- Describe the difference between assertiveness and aggression and define 6 characteristics of assertiveness
- Prioritise the 4 different components of a conversation

The Programme Includes:

- Introduction, collecting delegate expectations, explanation of agenda
- Understanding the different types of personality within communication
- The different type of conversations
- Dealing with conflict successfully
- The importance of listening
- Conversation examples
- Moving forward with the lessons learnt
- Review learning outcomes