

Will deliver the following course as detailed below:

Navigating Difficult Conversations and Conflict

Date: 2nd November 2020
Location: Room 10, Clinical Practice Centre, Ashley Wing, St James Hospital
CPD Points: 6
Times: 9:00am-5:00pm
Facilitator: Cecilia Miller



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 a grievance or complaint. Delegates will learn how to approach each type of conversation in a professional manner to regain effective relationships, from either a personal or professional perspective.

Measurable Aims: At the end of this programme, the delegate can:

- Describe the difference between assertiveness and aggression and define 6 characteristics of assertiveness
- Understand their own current communication style and how to positively create 4 new behaviours
- Explain the 8 causes of conflict
- Describe the 11 component parts of breaking bad news

The Programme Includes:

- Understanding the different types of personality within communication
- The different type of conversations
- Dealing with conflict successfully
- When to say NO
- Whole body communication
- The importance of listening