
Course Overview

To empower staff with the skills and knowledge to be able to have various types of difficult or challenging conversations with service users. These conversations are based on the needs and circumstances of the clients, whether they are at risk and crisis, whether they need to connect with things that can help them to progress their lives or whether they need help with support planning and budgets.

Course outcomes

By the end of this course you will have -

- Thought about difficult conversations and the skills you already possess
- Learnt about the preparation that will support you and motivation techniques
- Identified key communication skills
- Tried out the skills and received constructive feedback
- Thought about the follow-up

Training Methods: Participative exercises, teaching, group discussion, handouts.

Typical Programme

Session One

Introduction

- Introductions
- Domestic Arrangements
- Ground Rules
- Expectations

Session Two

Difficult Conversations

- What is a difficult conversation?
- The skills you already possess and your next steps

Session Three

Preparation

- Gathering information
- Checking policies
- Motivating yourself: the benefits for you, the other person and the organisation?

BREAK

Session Four

Communication Skills

- Gaining rapport
- Asking open questions
- Giving negative feedback
- Body language and tone of voice

- Staying calm

LUNCH

Session Five

Skill Practice

- Practising the skills learnt earlier. Participants use the situation identified during the introduction. Practice takes place in small group of three to encourage experimentation.

BREAK

Session Six

Follow-Up

- Solutions, follow-up and support
- Specific aims and review
- Importance of positive feedback

Session Seven

Close

- Recap of skills learnt
- Action
- Close