

Course details

Course title

Professional Development: How to have Difficult Conversations.

Course code

Q00016565

Course date

Start: 12/07/24

End: 12/07/24

Number of classes

1 sessions

Timetable

Fri 12th Jul, 10:00 to 13:00

Tutor

Kate Antoniou

Fee:

Free

How you'll learn

You'll join a small group of fellow learners for classes online in video meetings and materials will be provided in our virtual learning environment.

Got it!

Online

Venue

Online

Level of study

Beginners

Course overview

Part of the Free to All Taster Courses. Do you avoid certain conversations because they might be difficult to have? What might be the effect of this behaviour on you and others at work or at home? All of us tend to stick to certain patterns in communicating and some of these might be ineffective in some circumstances. Find out what your natural style is and investigate whether other styles might be more effective with the conversations you would like to have. Learn to use a simple framework to make sure your view come across and investigate how to avoid some of the common pitfalls in communication. Join this course to practice effective strategies to manage conflict and have more productive conversations.

Course description

What do we mean by conflict? Is this something we should always seek to avoid, or is conflict effectively and constructively dealt with a healthy way to behave? Find out on this course what your preferred conflict handling style is and whether this is an effective way of dealing with the situations which face you. We will be using a conflict handling model to identify your personal style when dealing with conversations, and identifying other styles which you might like to try and flex into which might be more effective in other circumstances.

Research shows that not sharing views and concerns with others in an effective and constructive manner leads long term to poorer relationships both at work and at home, and there is also a long-term risk of loss of confidence, frustration, and potentially anger, for the person not airing their views.

Learn how a simple conversational framework can help to structure your conversations. We will be working together using real examples to craft our opening sentences and learning how to deal with some of the usual responses. Investigate how starting to overcome our fears about conflict can help us to have a constructive conversation with others and keep those good relationships.

What financial support is available?

We don't want anything to stand in your way when it comes to bringing Adult learning within reach so if you need anything to support you to achieve your goals then speak to one of our education experts during your enrolment journey. Most of our courses are government funded but if you don't qualify or need alternative financial help to access them then let us know.

What other support is available?

All of our digital content, teaching and learning activities and assessments are designed to be accessible so if you need any additional support you can discuss this with the education experts during your enrolment journey and we will do all we can to make sure you have optimal access.

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