



Course details

Course title

Professional Development: How to Manage Conflict and Difficult Conversations

Course code

Q00012170

Course date

Start: 15/01/25

End: 15/01/25

Number of classes

1 sessions

Timetable

Wed 15th Jan, 18:30 to 21:30

Tutor

Kate Antoniou

Fee range

Free to £11.10

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

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

Learn how to voice your opinions through communications which are neither passive or aggressive, looking after your own wants and needs while respecting the views of others.

We will be investigating why it is sometimes so difficult to put our views assertively and what the impact of this is likely to be. The impact of 'Imposter Syndrome' will be investigated, and we will use tools to help identify our own personal level of assertive behaviour and whether we experience elements of 'Imposter Syndrome'. This will allow us to start to plan to consider how we might address these areas and share hints and tips to counter common experiences. Working through a number of common scenarios will allow us to marry theory to its practical application in everyday life. We will be learning a number of positive tips to help build our personal self-esteem and confidence to aid us in demonstrating assertive behaviour.

The course will also be looking at how we can begin to consider how our deep seated patterns of behaviour are helping or hindering us and how we can begin to take small steps to change these to get a better result.

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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