



## Crucial Conversations:- An Advanced Communications Skills Workshop

How to succeed in discussions & meetings when in difficult & stressful circumstances

### Why attend this Training?

A key factor in a school's success is the ability of its staff to forge strong working relationships with colleagues, senior management, parents and other professionals. On occasions staff can strongly disagree about particular approaches that are put forward by SMT or colleagues. In discussions with parents, it is likely that you will have been in situations where you have proposed a certain resolution to an issue concerning a child's education that parents have felt would be inadequate. These are not uncommon circumstances.

What are the key skills that you could learn and hone that would help you prepare for a meeting or telephone conversation where you anticipate a disagreement? If a disagreement arises what might be the best techniques to develop and maintain a positive and constructive atmosphere whilst remaining assertive? This workshop will specifically address these issues. It will help you to further raise your skills level in working effectively with everyone to ensure greater success in all your discussions and meetings.

### What will you learn?

By the end of the seminar you will know how to:-

- React calmly and confidently in the face of potentially very difficult situations
- Use four keys to excellence in communication that will enable you to be successful in individual discussions or group meetings
- Use a range of skills to effectively turn really difficult or awkward situations into successful discussions and outcomes

### Topics will include:

- Effectively prepare for difficult discussions and meetings to ensure maximum chances of success
- Getting into the 'mindset' of other people to ensure that you can gain and maintain rapport in potentially hostile situations
- How to start any conversation or meeting to ensure a positive and constructive climate focussed on achieving solutions
- Making use of the impact of non-verbal communication when faced with antipathy to maximise good outcomes
- Knowing how to use the technique of 'Pacing and Leading' to ensure that you keep people 'on board' during discussions
- Challenging ideas and contributions without alienating the people who provide them
- How to demonstrate to others that you really have understand their viewpoint, especially when they think you don't want to listen
- Communicating successfully with different types of people, even when they have strong objections or awkward questions

### How will you learn?

The workshop is highly practical and interactive and will enable you to apply the principles easily to your own situations. It will involve a combination of inputs with opportunities to practice skills and receive feedback

### What impact could it have for you?

You will be able to immediately increase your effectiveness in any discussion or meeting. You will be able to apply your learning in many situations including:- telephone conversations, face to face meetings, one to one situations, negotiation and conflict resolution.

**Achieve  
Excellence**

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# 4 Keys to Success in Influencing

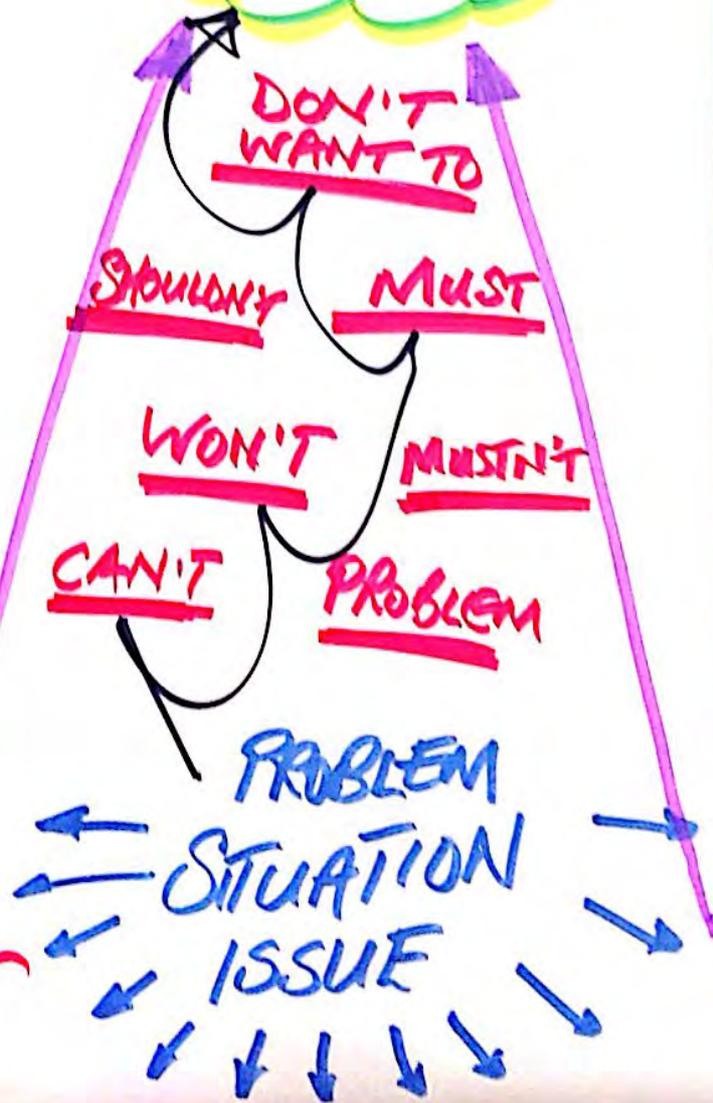
1. Know Your Outcome

GOAL  
OUTCOME  
"SUCCESS"

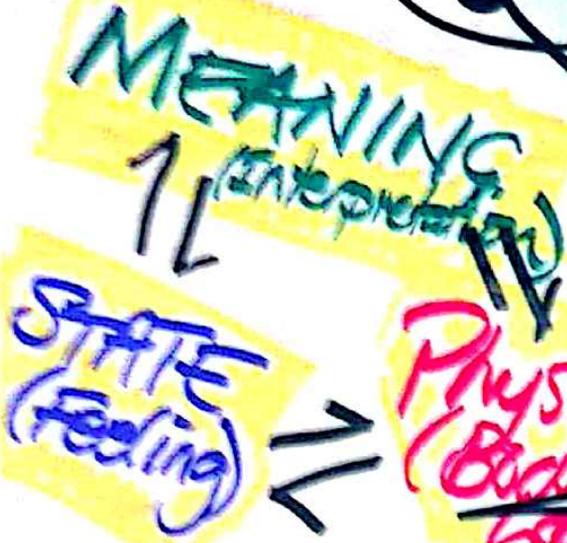
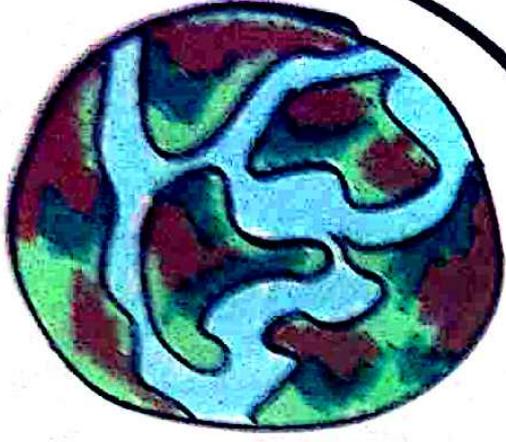
2. Establish and maintain rapport

3. Use your sensory acuity (Pay attention to the results)

4. Be flexible in achieving your outcome.



# COMMUNICATION MODEL

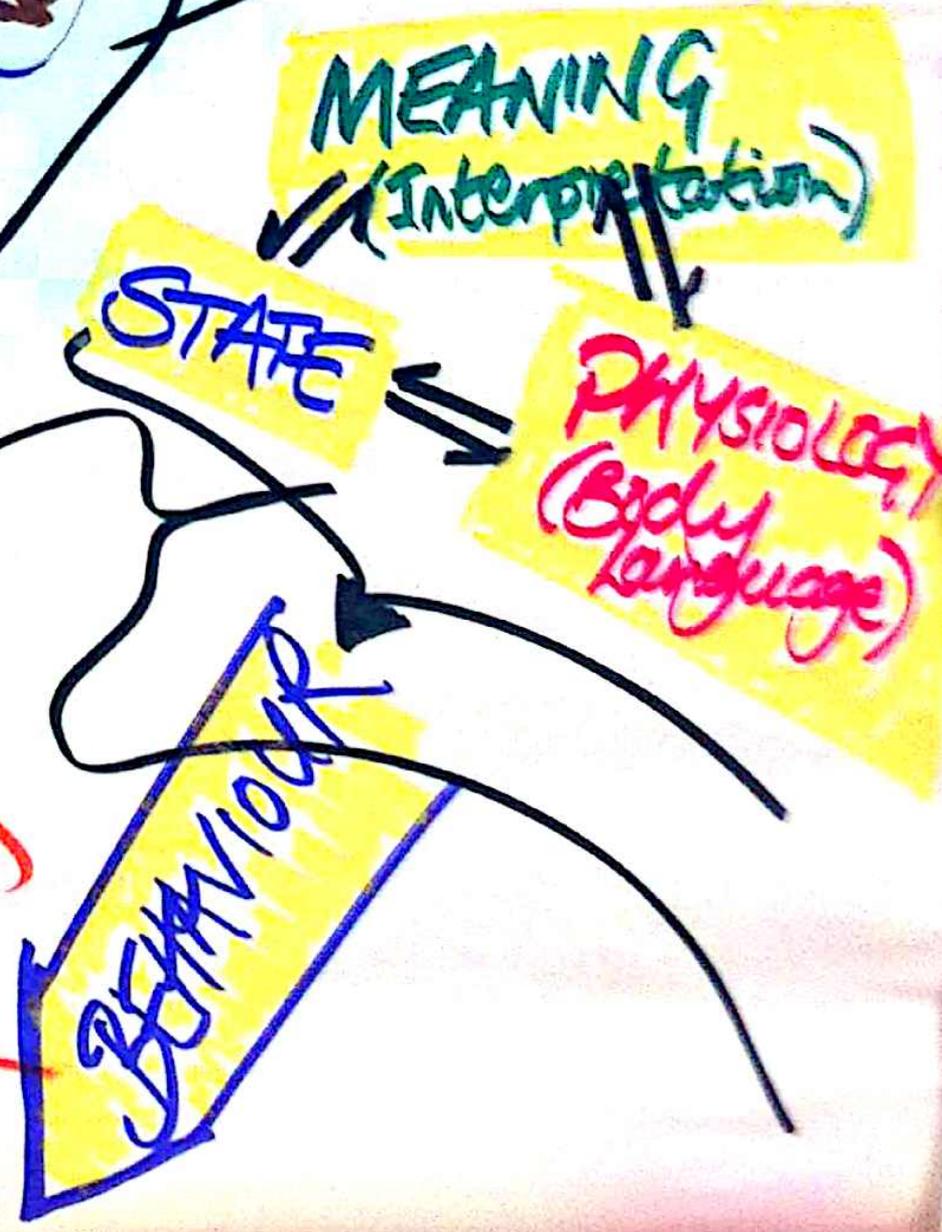
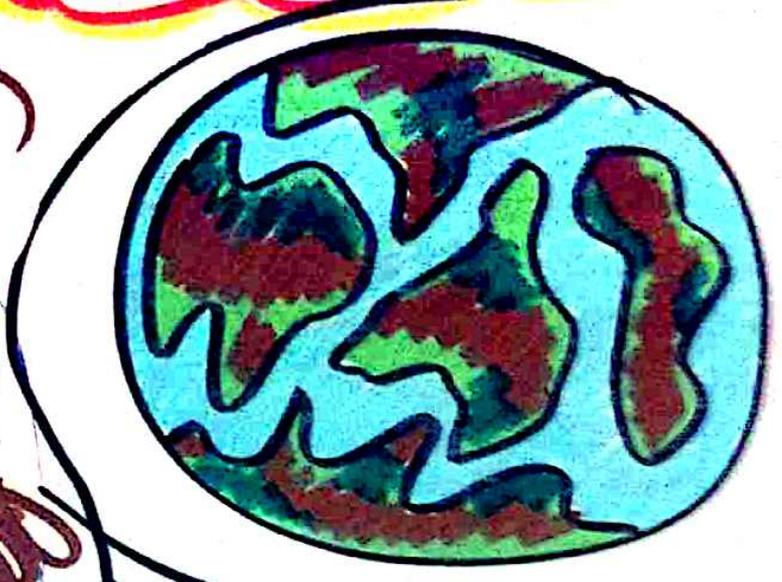


BEHAVIOUR

- Language
- Goals Purpose/Mission
- Education
- Technology
- Values
- Humour
- Experience
- Behaviour
- Identity
- Culture
- Expectations
- Race/Ethnicity
- Country/Area
- Patience
- Gender

# MAPS OF THE WORLD

- Knowledge
- Social Group
- Learning Needs
- Personality
- Aspirations
- Environment
- Interests
- Thought processes
- Religion
- Beliefs
- Rituals
- Empathy
- Selves
- Comparing
- Self-imitation



# Different forms of Listening

Are you using the right form?

\* COSMETIC LISTENING ✗

\* SILENT LISTENING ✓

\* CONVERSATIONAL LISTENING. ✓

\* ACTIVE LISTENING ✓

Useful when first meeting someone to create rapport  
Useful, when there is any form of disagreement.