

<p>Title: Having Difficult Conversations Effectively – part 1 & part 2 (focusing on different kinds of difficult conversations, effective communication & skills development)</p> <p>Repeat session from 2020</p>	
<p>Overview / Session Description</p>	<p>Being effective when having difficult conversations - this online webinar session is designed to develop the knowledge and skills of the technicians, to add and develop tools in their 'toolbox'.</p> <p>The course will be delivered via a virtual / online learning environment. So that we are better equipped at being effective when having difficult conversations as technicians that work in the dynamic Higher Education (H.E.) environment, the session covers how to engage in more effective communications, to address important issues and seek to create constructive way(s) forward, and/ or successful outcome(s).</p>
<p>Audience</p>	<p>Technicians from the 8 MI partner institutions</p>
<p>Duration</p>	<ul style="list-style-type: none"> • 120 min online virtual webinar session; • A standalone session
<p>Session details</p>	<p>Date: Monday 5 July 2021 & Monday 12 July 2021 Times: 13.00-15.00 (120 min)</p>
<p>Session Aim(s) and Objectives</p>	<ul style="list-style-type: none"> • Explore different kinds of conversations • Develop skills to undertake difficult conversations • Provide an opportunity to network (virtually) and have peer support and learning. <p>Content</p> <ul style="list-style-type: none"> • Stakeholder analysis • Strategy • Template • Words • 1 page – get feedback from peers to improve it
<p>Key Learning Outcomes</p>	<ul style="list-style-type: none"> • Development of skills and confidence to assist your personal and professional development. • Increased knowledge of concepts, theories and approaches useful to consider when having difficult conversations. • Build / develop useful skills for giving and receiving difficult conversations • Networking opportunity.
<p>Structure of the session and key activities for participants</p>	<ul style="list-style-type: none"> • Input, information sessions. • Groupwork / interactive activity / exercises using mini case studies, scenarios - working in smaller mixed groups. • Share practice & peer learning opportunity using a coaching developmental approach.
<p>Delivery mode</p>	<p>Online / virtual session using Zoom A blended approach of input, information and content including group work enabling engagement, interaction and application to the workplace.</p>
<p>Session requirements</p>	<ul style="list-style-type: none"> • Internet access required • Computer with mic and camera <p>Attendees will need access to a computer/ laptop. (The zoom link will be sent prior to the session, therefore you are not required to download the relevant app.)</p>

Pre-work / post-work requirements	<p>Pre-work: To read / prepare relevant materials, if applicable - will be no more than 30 mins pre-work. Introductions/expectations / tip(s) via padlet or similar Think about a difficult conversation you need to have and what a successful outcome would look like.</p> <p>Post-work: Complete feedback form</p>
How to book	Sign up to our training courses here
Course facilitator	Sandy Sparks, MI TALENT Technical Training Manager