



CONFIDENT CONVERSATIONS™ (FOR HEALTHCARE)

Working within healthcare poses challenges unlike any other sector.

Difficult situations will inevitably arise, perhaps even on a daily basis, and when they do it is important that leaders respond with a high quality, confident approach to their conversations. It's crucial that conversations between professionals about clinical practice, behaviour and conflict can be handled promptly, with a positive spirit to achieve a swift resolution.

This is a highly interactive programme designed by the communication experts at TCM. The course helps learners to develop essential skills for everyday management within the healthcare setting.

Delegates will learn how to address important issues in a confident manner with skill, confidence and empathy. Offering a proactive and hands-on approach to teaching, the TCM trainers equip delegates with competency to have those crucial conversations and prevent disputes from escalating out of control and impacting upon patient care.

The ability to manage difficult conversations is one of the cornerstones of effective healthcare management. On this course delegates learn how to hold conversations that enable them to nip issues in the bud and give feedback to their team concerning performance or behaviour issues such as punctuality, absence, or styles of communication. Delegates also learn how to prevent conflicts escalating, understand barriers to communication, how to overcome them and how to handle challenging behaviours. Through active participation and experiential learning, delegates develop confidence to secure sustainable outcomes.



OBJECTIVES

Participants benefit from attending this course in the following ways, they will;

- ✔ Understand how to prepare for, hold and reflect upon a difficult conversation including managing strong emotions and difficult behaviour.
- ✔ Have an enhanced ability to recognise and overcome the blocks, barriers and fears around having difficult conversations.
- ✔ Understand preferred personal approaches and their impact.
- ✔ Develop effective and assertive responses to challenging behaviours and strong emotions.
- ✔ Give and receive feedback using TCM's non-defensive formula.
- ✔ Have a greater range of active listening and reframing skills to move a situation forward.
- ✔ Have capability to create and manage boundaries and set clear goals.



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WHO IS THIS COURSE FOR?

We specifically tailored this course to meet the specific challenges faced by healthcare leaders. The programme is suited to a range of job roles, including:

Clinical Managers | Facilities Managers | Operational Managers | Practice Managers | HR Professionals



DELIVERY

Confident Conversations™ (for Healthcare)

A one day course delivered online or in-house.

This TCM blended learning programme incorporates pre- and post-course learning to support participants' development of knowledge and skills. All delegates receive 12 months follow up support to help them embed this learning. Participants can develop peer networks with other healthcare professionals through interaction before, during and after the programme to share knowledge and resources. In-house programmes can be further customised to include:

- ✓ Coaching
- ✓ Team development
- ✓ 360 degree feedback
- ✓ Personality Profiling

Confident conversations™ (for Healthcare) can be incorporated into a wider modular development programme for in-house leadership development programmes with any of our leadership, communication and mediation courses in a fully customised blended learning programme, carefully tailored to the healthcare setting.

Trainers: delivered by TCM's expert trainers, with a breadth of experience in delivering the course to healthcare staff. The course uses a variety of teaching styles, is highly interactive and enables participants to apply and receive feedback on their skills.



I can be on call outside usual working hours and it can feel like everyone wants a piece of you at the same time. Patient issues can become more difficult, there are fewer staff and the situation becomes quite stressful.

I have certainly applied the learning. I've more awareness of how to prioritise and how to prevent something from escalating. I'm more patient. I take a pause before I act and I'm more aware of what I'm saying. It's been very positive."

TRAINEE PSYCHIATRIST
FROM AN NHS MENTAL HEALTH TRUST



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