

TCM GROUP

Putting
People First™



QUALITY[®] **CONVERSATIONS**

Turning difficult conversations into
Quality Conversations.

engageleadership.com

 **ENGAGE
LEADERSHIP**



INTRODUCTION

Embark on a dynamic journey with us in this one-day program designed to empower you with essential strategies and self-awareness tools for effective dialogue.

Dive into real-life scenarios, explore your role in challenging situations, and gain practical skills to negotiate mutually beneficial resolutions. Learn the art of implementing resolutions, ensuring long-term success, and master emotional intelligence to navigate complexities.

Explore topics ranging from difficult conversations at work to understanding your role in shaping dialogues. Adapt leadership frameworks, delve into the psychology of conflict, and perceive it as an opportunity for growth. Equip yourself with practical strategies to handle negative attitudes and behaviours, reflecting on core skills crucial for effective leadership.



OBJECTIVES

Strategies and Self-Awareness:

- Equip yourself with effective dialogue strategies.
- Develop self-awareness tools, including the role of empathy, active listening, and curiosity.

Challenging Situations:

- Recognise your role in creating or contributing to challenging situations.
- Develop skills for discerning and negotiating mutually beneficial resolutions.

Resolution Implementation:

- Establish follow-through plans and feedback mechanisms for long-term success.
- Ensure implementation of agreed-upon resolutions.

Emotional Intelligence:

- Develop enhanced skills to manage strong emotions, negative attitudes, and difficult behaviour.



TOPICS COVERED

- ✓ **Difficult Conversations at Work:** Explore real-life scenarios and effective approaches to tackle challenging dialogues.
- ✓ **Understanding Our Roles:** Examine the roles we play in challenging conversations and how they impact outcomes.
- ✓ **Leadership Frameworks and Models:** Adapt leadership frameworks and models to suit your organisation's unique needs.
- ✓ **Psychology of Workplace/Personal Conflict:** Delve into the psychological aspects of conflict in both professional and personal spheres.
- ✓ **Perceiving Conflict:** Learn to perceive conflict not just as a challenge but as an opportunity for growth.
- ✓ **Handling Negative Attitudes and Behaviours:** Equip yourself with practical strategies to navigate negative attitudes and behaviours.
- ✓ **Reflections and Core Skills:** Reflect on the day's learnings and hone core skills essential for effective leadership and management.





WHO SHOULD ATTEND

- Aspiring Leaders
- Mid-level Managers
- Senior Executives
- Team Leads
- Entrepreneurs and Business Owners
- People who attended **Quality Conversations**



WHY CHOOSE THIS COURSE

Engage in interactive learning, led by expert facilitators in leadership and management training. Tailor the experience to your organisation's unique culture, making it an ideal fit for aspiring leaders, mid-level managers, senior executives, team leads, and entrepreneurs.



DELIVERY

Quality Conversations

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 to embed the learning. Participants can develop peer networks through interaction before, during and after the programme to share knowledge and resources. In-house programmes can be customised to include:

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

Quality Conversations can be incorporated into a wider modular development programme for in-house leadership development with any of our leadership, communication, and mediation courses in a fully customised blended learning programme.

Trainers:

Delivered by TCM's expert trainers. The course uses a variety of teaching styles, is highly interactive and enables participants to apply and receive feedback on their skills.



TCM GROUP | Putting People First™

© 2025 Copyright of The TCM Group. All rights reserved. No part of this publication can be copied or reproduced without permission. TCM® is a registered trade mark of The TCM Group.

★ Trustpilot



TCM is rated excellent on Trustpilot.

Please contact us for more information:



Call: 0800 059 0595
+44 (0)20 7404 7011



Business Design Centre, 52 Upper St, London, N1 0QH.



Email: info@thetcmgroup.com



Website: thetcmgroup.com