

## Short Courses

**Course Name**

Crucial Conversations

**Course Description**

This 2-Day workshop has been specifically designed for front line and first line leaders who are responsible for supporting their team's motivation, cohesion, and the behavioural and technical performance standards on a day to day basis. The masterclass will equip you with tools, techniques and strategies to use before, during and after crucial conversations - addressing the practical, emotional and psychological impacts on all parties involved. You will build confidence and competence to initiate and effectively handle crucial conversations, identifying your personal blockers that prevent managers from being effective in these emotive situations.

**Audience**

Any line manager.

**Duration:** 2 Days Day(s) **Class Size:** 16

**Competence Name Awarded****Competence Awarded****Course Code****Prerequisite Name****Prerequisite Short Code****Skills Assessment Scheme Regime****Course Type**

Face to Face

**Download Date:** 19/5/2024