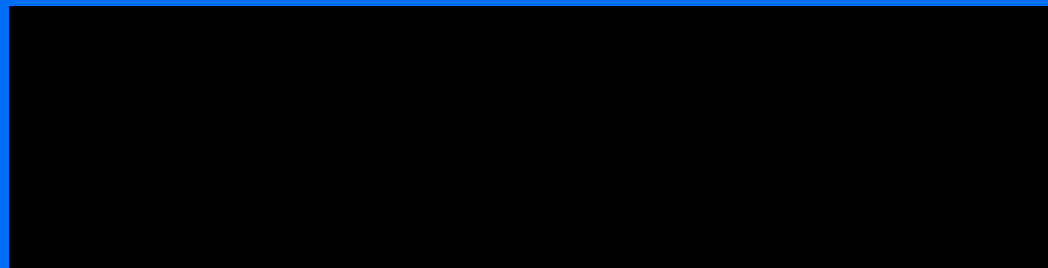


Having Grown Up conversations



Welcome

At this Workshops we will look at how to engage in challenging dialogues with confidence and empathy. Learn what constitutes a difficult conversation, and how to navigate them. This session will equip you with practical techniques to prepare effectively, assume positive intent, and actively listen, ensuring these discussions become constructive opportunities for growth.

Creating a Safe & Confidential Space

Before we begin

If you have any questions that you want to ask or anything that you wish to discuss in confidence, please email me at: **ADD TUTORS EMAIL ADDRESS**

Please be aware if it is regarding a safeguarding issue, I will need to act upon this.

•This is a safe space and if you wish to share personal experiences, please feel free to share with the group



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Understanding Grown Up Conversations: Aims of the session

By the end of this information session, you will be able to understand:

- What constitutes as a difficult / grownup conversation?
- What type of scenarios may we find ourselves in that may lead to grown up difficult conversations?
- Why is it important to have these conversations in a timely manner?
- How to use grown up / difficult conversations constructively

What Constitutes a Difficult Conversation?

In the chat function type in what you think the definition of a difficult conversation is.

Add video title here

Add short video here on Difficult conversations, the impact of not having those conversations.

Discussion

What did you learn from the video?

Navigating Challenging Conversations: Common Scenarios

What type of scenarios may we find ourselves in that may lead to difficult conversations?

- Turning down an employee's idea
- Encouraging an employee to improve their performance
- Resolving conflict between team members
- Terminating a position
- Asking for a raise or promotion
- Reporting bad behaviour, like abuse, sexual harassment, discrimination, LGBTQ+ discrimination
- Giving negative feedback
- Requesting study time for your apprenticeship
- Addressing Unfair Workload Distribution
- And many more day-to-day situations we come across!

Importance of Having Difficult Conversations

Having difficult conversations can be challenging, but they're essential. Here are some reasons:

- **Better collaboration.** You can learn how your colleagues feel about a specific topic or issue to better collaborate with them in the future.
- **It improves public speaking skills.** They help you become more comfortable speaking up in meetings and other professional situations.
- **Better decision-making.** It can help you make better decisions in the future based on your understanding of what happened in the past.
- **It develops conflict resolution skills.** Having difficult conversations can help you learn how to respond when other colleagues hold such conversations with you, which can ultimately lead to better outcomes when handling conflict situations.
- **Aids communication.** It helps keep the lines of communication open and honest, which is essential in working relationships.
- **It develops essential skills.** Having difficult conversations can help you develop skills to become a better communicator and improve your relationship with other employees.
- **Aids growth.** It helps you grow as an individual by enabling you to reflect on and improve on some of your actions.

Equipping Yourself for Difficult Conversations: Key Strategies

Now we know the types of difficult conversations we may encounter; how can we equip ourselves to deal with them?

- Understand what it means
- Prepare yourself
- Contact the parties and set a time
- Assess the situation
- Assume positive intent
- Listen actively
- Express your feelings and ideas
- Practice self-awareness
- Be mindful of your body language and tone

Add video title here

Add short video here on techniques for having a difficult conversation.

Discussion

What did you learn from the video?

Tips for Making a Difficult Conversation Productive

The following are tips that can help make a difficult conversation effective and productive:

- Find a **neutral location for the conversation**. This can be a good place to start the conversation because it can help the employee feel less nervous.
 - **Ensure all parties know what to expect**. If all parties know what to expect from the conversation, it may help them prepare mentally for the discussion and stay calm and focused on the subject.
 - **Prepare yourself for any emotions that might arise during the conversation**. This action can help you stay calm, making it easier for others around you to listen and respond well.
 - **Consider bringing a neutral party into the conversation**. This individual can be your supervisor and manager. They can help facilitate the conversation to benefit everyone involved.
 - **Practice mindfulness**. This effort can help you focus on the difficult conversation and manage emotional reactions that may distract or derail you from getting the desired result.
- Resolve issues.** Try to reach a resolution that both parties can agree on and compromise if necessary.

Add video title here

Add short video here on difficult conversation mistakes and how to avoid them.

Discussion

What did you learn from the video?

Useful Sites for Further Reading

Indeed: How to have a difficult conversation <https://uk.indeed.com/career-advice/career-development/how-to-have-difficult-conversation>

YouTube : Mel Robbins - Difficult conversations - https://www.youtube.com/watch?v=BTs4nJu_QgU

ACAS Guide to difficult conversations - <https://www.acas.org.uk/acas-guide-to-challenging-conversations-and-how-to-manage-them>

Open university – Difficult conversations - <https://www.open.edu/openlearn/money-business/leadership-management/sure-i-know-how-talk-people/content-section-0?intro=1>

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Thank you
Any Questions?