

## Core Skills for Successful Difficult Conversations

If you don't like conflict but know it's a necessary part of being a school leader then this "Successful Difficult Conversations" training day is for you.

A successful difficult conversation is kind and leads to positive change  
But most of us suffer from some common problems:

- Ever had a difficult conversation and the person hasn't heard what you were telling them?
- Ever rehearsed a conversation, or re-lived, re-played even re-invented it afterwards?
- Ever had someone say all the right things and you've known they won't do any of them?

Then this day will help you.

We will teach you and your team skills to make your difficult conversations successful by showing you:

- How to ensure your message is heard
- Manage the emotions so your conversation stays on track
- Structure the conversation so you resolve the issue quickly

### Agenda

09:30 - 10:00	Welcome and aims of the day
10:00 - 11:00	Making sure your message is heard
11:00 - 11:15	Break
11:15 - 11:45	Managing the emotions
11:45 - 12:30	Structuring your difficult conversation for success
12:30 - 13:00	Lunch
13:00 - 13:15	Preparing your difficult conversations
13:15 - 15:45	Practising your difficult conversations for success (incls break)
15:45 - 16:00	Close

### What people have said about the course

*"Having had a number of difficult conversations I have often felt emotionally drained. I now feel I have the tools and techniques necessary to have more positive difficult conversations"* **Headteacher, Bristol**

*"After attending this training the fear and anxiety of having a difficult conversation is a distant memory"* **Assistant Headteacher, Colchester**

*"A very engaging and a must do course for all school leaders. Strongly recommend it!"* **Headteacher, Sydenham**

Still 100% recommended by school leaders

Average feedback 9.4/10.

### About Heads Up

The Heads Up team has an impressive track record in supporting headteachers to create genuinely outstanding schools. They don't focus on the Ofsted framework and yet the schools they support are far more likely to achieve 'outstanding' than those that don't. In fact:

**Only 6% of schools gain or maintain the Ofsted 'outstanding' judgement**

**24% of schools Heads Up have supported have gained or maintained their outstanding judgement\***

Heads Up Director, Sonia Gill, is a qualified teacher who has taught children of all ages from Reception to 16 and was selected to join the prestigious John Lewis leadership programme where she led a number of multi-million-pound business areas at John Lewis. She is a speaker at educational events and the author of two number 1 ranked Amazon books '[Journey to Outstanding \(2nd edition\)](#)' and '[Successful Difficult Conversations in Schools](#)'.

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