



**BENFLEET TEAM  
SUPPORTING ALL**

*Research demonstrates that high quality CPD for teachers has a significant positive effect on pupil outcomes and is the most cost-effective way to boost pupil attainment*

**THE BENFLEET TEAM SUPPORTING ALL**

## **Managing Difficult Conversations**

*Accredited training by #TeamADL to develop skills and knowledge to support staff to manage difficult conversations*

*This 3-session accredited training programme by #TeamADL is aimed at staff at all levels working in education (including associate staff) who are required to engage with and manage difficult conversations.*

*SUITABLE FOR BOTH PRIMARY AND SECONDARY PHASES*

### **Managing Difficult Conversations**

#### **COURSE DESCRIPTION**

Accredited programme by #TeamADL

The BTSA is delighted to offer schools the opportunity to attend this accredited programme aimed at supporting staff to develop skills to facilitate challenging and difficult conversations.

Based on a Harvard research project, this training course provides staff at all levels with the knowledge and tools to ensure that can engage effectively. It offers active approaches to managing and conducting these conversations in a constructive and positive manner to maximise successful outcomes.

The training is delivered by two facilitators to enable active participation and demonstrate practical skills to provide participants with the confidence to implement new strategies and approaches to undertake difficult conversations in any context.

*Accreditation certificates upon completion of course*

#### **PROGRAMME DETAILS**

<b>VENUE:</b>	ONLINE via Zoom
<b>SESSION DATE:</b>	Thursday 16th June 2022 Wednesday 22nd June 2022 Tuesday 28th June 2022
<b>TIMES:</b>	2.00pm-4.00pm
<b>COST:</b>	£180 per delegate (discounted price) RRP £250 per delegate

#### **PLEASE NOTE:**

**THIS COURSE WILL TAKE PLACE ONLINE VIA ZOOM. ALL DELEGATES WILL RECEIVE A ZOOM LINK TWO BUSINESS DAYS PRIOR TO THE START OF THE COURSE.**

*To register for a place on this course, please visit our website: [www.btsa.uk](http://www.btsa.uk) and complete the required booking procedures.*

*Should you have any questions or require assistance, please contact Denise Mair, Manager, Benfleet Team Supporting All at [denise.btsa@kingston.essex.sch.uk](mailto:denise.btsa@kingston.essex.sch.uk)*