



## **FACILITATING COMPLEX CONVERSATIONS**

*Managing conversations with your Suppliers, Customers and Company Colleagues on the impact of modern slavery and human rights issues in supply chains can be complex, difficult, uncertain and emotional. In order to mitigate risks, create value and opportunities from these conversations, Safe Space Collaboration have developed a two-day interactive training programme for you with role plays, real-life scenarios, group work, reflection and coaching. In addition, each attendee will receive a one hour individual coaching/follow up session within a month of completing the course.*

Appropriate for professionals in CSR, Ethical, Technical, Operations, Procurement, Account Management and Human Resources roles

This course focuses on developing your personal skills and preparedness to have crucial conversations in your job - under pressure and sometimes unexpectedly, in complex situations, potentially in a different country/culture. You will learn how to manage your business partners in challenging, commercial circumstances and more broadly in your overall role. You will have the opportunity to learn and practice effective communication skills to uncover possible poor practice or modern slavery/human rights issues in your supply chain.

### **Brief Course Overview**

- Understanding the root causes that make a conversation challenging
- Understanding the different sources of conflict and individual conflict styles
- Managing conflict for positive business outcomes
- Framework for having a crucial conversation
- Cultural Awareness
- Building Trust
- Managing emotions, deadlocks and challenging people

### **By the end of the programme participants will have:**

- Understood individual styles and approaches to challenging conversations
- Examined how to explore root causes in challenging situations through effective listening
- Examined approaches of trust and rapport building in a short amount of time
- Reflected on the impact of dialogue in different cultural contexts
- Practised how to have a crucial, complex conversation with business partners
- Identified how to use these skills in their role
- Developed a personal action plan to put skills into practice and deliver better outcomes from difficult situations.

This course, delivered by two highly qualified practitioners, is offered for 8 – 18 attendees, on-site or off-site if preferred.

If you would like to know more  [info@safespacecollaboration.com](mailto:info@safespacecollaboration.com)  07730697161

*Skills Development: Effective Ethical Professional Series*