

How to Deal with Difficult Conversations

Strategies and tools to help you deal with difficult conversations

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Monday 10th February 2025

Virtual Masterclass



Facilitated by:
Christine Steel
Founder & CEO
Mind Health And Wellbeing Limited

H HEALTHCARE CONFERENCES UK



Supporting Organisations:



How to Deal with Difficult Conversations

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Virtual Masterclass

COURSE OUTLINE

This one-day virtual masterclass will provide networking opportunities with like-minded professionals as you share insights and lived experiences on this interactive, conversational approach to learning and developing, whilst growing your knowledge and skills in how to deal with and manage difficult conversations. Gain a deeper understanding of our human needs, have a better understanding of the impact of active listening on communication and wellbeing. We can use this understanding and these skills to create mutual respect and trust resulting in positive outcomes.

Providing strategies and techniques to raise self-awareness and open up conversations around mental health and wellbeing and how important it is for everyone to put their own self-care back in the frame. Firstly, learning how to take back control of your mind and body when faced with anxiety, stressful situations, feelings of overwhelm, frustration, anger or upset. You have more control than you think. Engage your teams by showing that you care, make everyone's mental health and wellbeing a priority. Improving the lives of all those around you.

Dealing with difficult conversations is a skill that can be learnt, applied, and have very positive outcomes leading to greater mutual respect and trust. These strategies and techniques can be successful over the telephone, in person or virtual with all healthcare staff from frontline staff through to senior leaders and managers dealing with difficult conversations either with colleagues, staff, patient complaints or patients and family members who are in distress.

You will also be learning stress management tools and techniques including how to take back control of your mind and body and regulate your emotions during a stressful situation, staying calm, and engaged with your best decision-making skills.

"You can change a culture when you openly show that you genuinely care and when you provide a safe space for people to be their best selves."

"Leaders need support to succeed."

"A leadership development journey has no end, let's learn together."

KEY LEARNING OBJECTIVES

- Learn how to deal with and manage difficult conversations, either over the telephone, in person or virtual.
- Gain a deeper understanding of our human needs and have a better understanding of the impact of active listening on communication and wellbeing.
- Learn how you can provide a safe space for people to be their best selves through psychological safety. Building trust and mutual respect.
- Learn how to facilitate difficult conversations, and build your confidence in achieving positive outcomes.
- Learn stress management techniques including how to take back control of your mind and body when faced with anxiety, stressful situations, feelings of overwhelm, frustration, anger and upset.
- Learn valuable lessons as we have the opportunity to share experiences and gain insights with fellow professionals.
- How to engage your teams by showing that you care, make everyone's mental health and wellbeing a priority. Improving the lives of all those around you.

VIRTUAL PROGRAMME

- 10.00am** **Introductions/Aims of the day**
- 10.20am** **How to have difficult conversations when you don't like conflict**
- 11.00am** **COMFORT BREAK**
- 11.15am** **Developing strategies and techniques to resolve in a timely and efficient manner to reduce risk**
- 12.15pm** **Having framework to support you when dealing with difficult conversations**
- 1.00pm** **LUNCH BREAK**
- 2.00pm** **Techniques and tools to develop your own emotional awareness**
- 3.15pm** **COMFORT BREAK**
- 3.30pm** **How to encourage self-awareness of health and wellbeing**
- 4.30pm** **CLOSE**

The outline and timings are a guide for the facilitator rather than a rigid timetable

FACILITATOR

Christine Steel has a passion for finding ways to lower the levels of anxiety and stress suffered by students, having personally experienced the impact that the stress of education can have on health with her own daughter. She believes in prevention and finding ways to reach a balance between education and health to avoid suffering from burnout.

Christine's interest in reducing stress for students has also led her into expanding her support into helping and encouraging others who work in some of the most stressful sectors.

Sharing tools and techniques, insights, and knowledge to help reduce anxiety and stress.

Christine is encouraging everyone to build their own personal resilience tool kit. With those tools being specific to their own personal needs. Helping people to feel more able and more confident in going some way to supporting their own mental health needs whilst going through life's inevitable ups and downs.

Christine has created and developed a series of talks and workshops to share the importance of taking your own self-care seriously. Christine has been a speaker on webinars for online conference events for raising awareness and supporting NHS staff and other medical professionals primarily in the pharmaceutical sector for the need to put their own self-care back in the frame and to take their health and wellbeing seriously.

Christine has had previous experience of working in the NHS in the Women and Children's Directorate as the Medical Workforce Officer supporting both obstetrics & gynaecology and paediatrics. Later working in CAMHS and then working in the Executive Directorate as the Compliance & Corporate Support Officer. This role involved working with the Clinical Management Team, the Hospital Management Committee, and the Board of Governors.

Christine has been a lifelong learner and a researcher through her love of books, adding to her life experiences. Further supporting as a Mental Health First Aider and Wellbeing Champion in her daily life.

As a mental health and wellbeing advocate Christine has also created a de-stress tool for students and others to use as a coping mechanism, providing a safe space to write out your thoughts, feelings and process your emotions, reducing anxiety and stress.

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Download

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Venue

This is a virtual masterclass, with private login details to further online resources and interactive content. Log in details will be sent one week before the event.

Date

 Monday 10th February 2025

Virtual Fee

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