

HR How to...



How to Handle Difficult Conversations

THURSDAY 29 SEPTEMBER 2016
9.30AM – 11.30AM

This engaging, practical workshop will give you the opportunity to:

- Identify the key features of challenging conversations
- Look at what helps and hinders tackling difficult interactions
- Work on tools in assertive communication and managing conflict
- Apply your learning to individual situations

The session will be led by Lucy Owens – an experienced facilitator and coach. Lucy works with organisations and individuals on leadership, career and team development. She thrives on helping people make the most of their working lives. For more information, go to www.bhayanilaw.co.uk/team/lucy-owens/

Case study based
Interactive Workshops

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Managers, MDs, FDs
and
Charity Trustees

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members

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0114 303 2300 or
hello@bhayanilaw.co.uk

Can be delivered in
house- other dates
available

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