

Handle difficult conversations with confidence

WEBINAR

Thursday 25th April 2024

All Delegates will receive

- Increased knowledge in Handle difficult conversations with confidence
- A set of Course downloads
- A certificate for your appraisal portfolio

Course Accredited for 2 hrs CPD

Introducing your speaker

Tracy Ellis

**Leadership Coach and
Experienced Leadership Trainer**

CIPD Dip (Chartered Institute of Personnel and Development)

City and Guilds PG Teaching Certificate

ILM Coaching Certificate (Level 5)

Fellow Higher Education Academy

Accredited Mediator

Meet the Speaker ...

Tracy Ellis

Tracy Ellis is a leadership coach and experienced leadership trainer.

She previously spent 15 years as a Lecturer in the Business School at Salford University, worked as a HR Professional at Salford Royal Hospital and the Greater Manchester Ambulance Service and as a GP Practice Manager.

For the past 15 years she has worked in Leadership Development roles in 2 universities as well as running her own consultancy.

She is a Fellow of the Higher Education Academy, ILM Authorised Trainer, Co-Chair of the North West Staff Development Network for Higher Education and Professional Member of the European Mentoring and Coaching Council. She is CIPD qualified, has a PG Cert in Teaching and ILM Level 5 Coaching Qualification.

At the University of Liverpool she is currently responsible for enhancing university culture through people development, university managers training, university mentoring scheme and executive coaching provision. She also runs the North West Higher Education Coaches' Network.

Tracy's current external projects include the design and delivery of a Leadership Programme for Clinical Research Leads from institutions across the Horn of Africa who are responsible for a multi million pound "One Health" project which aims to improve the health and wealth of people in the Horn of Africa as well as delivering leadership training for the National Institute for Health Research (NIHR) Scholars Programme for Clinical Academics in the North West.



Your Learning Agenda ...

Handle difficult conversations with confidence

Have you ever been in a situation at work where it felt like you were going around in circles with no resolution? Ever been trapped in an uncomfortable conversation which feels like it will never end?

This session will help you find effective resolutions to workplace conflict with staff, colleagues and patients. You'll leave the session with an individual plan and framework for managing difficult conversations and have more confidence to have the conversation rather than avoiding it.

The session will include:

- ▶ What are difficult conversations and what makes them difficult?
- ▶ Strategies to achieve a win-win outcome
- ▶ Preparing for the conversation?
- ▶ Planning a structured approach to deliver your message
- ▶ Using listening, questioning, feedback and empathy

In preparation for the session: Have the "preparing for a difficult conversation" template available to be used during the session. The other handout - challenging your thinking - will act as a useful aide memoire that you can use following the session.

Programme ...

14:00 - 15:00	Session 1
15:00 - 15:25	Optimising management of Cows Milk Protein Allergy in Primary Care Amanda Hetherington Territory Business Manager Sponsor presenting at this webinar: 
15:25 - 16:00	Session 2
16:00	Webinar Ends

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