

Having good conversations

This course empowers participants with the necessary skills and knowledge to engage in meaningful, productive conversations.

Course content

Throughout this course, you will learn how to build rapport, different questioning techniques and how to listen, ensuring that your conversations are meaningful and effective.

- Building rapport
- Listening
- Questioning
- Feedback
- Difficult conversations
- Unconscious bias

Learning objectives

- To improve participants' ability to express themselves clearly and effectively in various contexts.
- To build rapport and active listening skills, enabling participants to better understand others' perspectives and respond appropriately.
- To equip participants with strategies for managing conflicts constructively and resolving disputes amicably.



Approximately 45 mins (self-paced)



For all staff



Enquire for prices



Optional extra: Post eLearning workshop
Enquire for prices