

# Handling Difficult Conversations



**Sharon Hennam-Dale**  
Leadership Consultant

## Delivered at Two Different Time Slots to Fit You

### Choose From:

#### Date:

**Part 1:** Thu, 21 Jan 2021

**Part 2:** Thu, 28 Jan 2021

**Time:** 8:30 – 10:00 am (GMT)

Or 1:30 - 3:00 pm (GMT)

**Duration:** 3-hours

#### Price:

**Standard (Up to 5 members of Staff):** £245.00

**Premium (Up to 10 members of Staff):** £425.00

## Course Description:

As a school leader, the need to have challenging and difficult conversations is inevitable. It is a crucial skill we need to develop. If we neglect to have these conversations, often this can lead to unresolved issues which can have a significant impact on school improvement, professional relationships or outcomes for learners.

Our Handling Difficult Conversations course will provide you with the skills and confidence to approach difficult conversations effectively in a professional way, to help maintain your integrity and positive relationships with your team, in achieving the change you seek for the better.

This interactive course, will allow you to develop skills you can put to use immediately in your leadership. It will provide you with tools and techniques so that you are fully prepared to deal with various difficult conversations across a range of situations.

## Learning Objectives:

- Reflect on what it means to hold others accountable
- Consider the key features of high performing teams
- Developing a culture of honest dialogue through building trust and engagement within your team
- Learn skills and a number of practical strategies for handling difficult conversations
- Acquire techniques to navigate difficult conversations successfully to create a pathway for positive change

## Audience:

Middle and Senior School Leaders

## Reasons to choose Veema:

- ✓ We work extensively with UK and International Schools and so have a global understanding of the issues facing educators and school staff
- ✓ Our highly-rated training courses have been created by experts and are delivered by experienced professional development trainers
- ✓ All our trainers are former teachers and school leaders who know how to look at the world from your perspective
- ✓ Our courses are certified, which means you can be sure of their quality
- ✓ We offer extensive and in-depth post-course online support to help you get the most from each training session
- ✓ We offer a wealth of literature and material for use in your school

## Resources:

- Online session
- PowerPoint & Handouts
- Pre-session reading and activity

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## Sharon's Biography:

A highly experienced and enthusiastic practitioner, Sharon has excellent skills and a detailed understanding of teaching, learning, leadership, pedagogy and current educational issues. With over twenty-four years in education and thirteen in senior leadership, she has worked in many different contexts and stages of education. A school governor for six years, Sharon seeks to build school capacity through professional development and sustainable leadership, and to enhance organisational effectiveness through collaboration. Since leaving headship, she has worked as leadership facilitator, coach and educational consultant, designing national training programmes for middle, senior and executive leaders. She has significant experience of quality assurance, including evaluating the effectiveness of improvement and judging quality standards of schools. A national moderator and accredited assessor for the National Professional Qualifications for Leadership in the UK, she is also an international trainer who has led training for teachers and senior leaders in Africa, Malaysia, Oman, the United States and Pakistan.

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