

Human Conversations Masterclass

Good communication is essential in any relationship but when your team is virtual it is crucial.



The way we work has changed – but not fast enough. In the current challenging climate, most Local Authorities and public sector organisations are looking closely at what they do and how they do it.

Good Human Communication will be at the heart of this success, which will ensure that employees are invested in this new vision with their hearts and minds.

For teams it is important to develop protocols about communication and reporting, so as to work effectively and maintain team cohesion. When working in different locations and at different times, social relationships need to be maintained and appropriate online and offline mechanisms need to be developed. The Human Conversations Masterclass offers the skills that are required to make this a success.

Now, more than ever, we are operating in a VUCA world (volatile, uncertain, complex & ambiguous) where it is even more important that conversations are clear, concise and

understood. Misunderstandings will be less easily and less quickly corrected when teams are working at a distance, and even well-understood processes are going to need greater levels of collaboration and creativity between people to be effective in the 'new normal'.

Self-awareness is the first step

The focus of the learning is on the individual (self). Once we gain an awareness of our own (in-built) de-railers (or obstacles) to having an effective conversation, and once we have become skilled in the new techniques which will be introduced during the workshop, people will be better equipped to have more effective conversations, across all subject areas and with all parts of the organisation, and beyond.

The fundamental behavioural limitations that get in the way of us having effective conversations, and the techniques that help us to overcome these limitations, apply to all conversation types. Once people have acquired new conversational skills which they can apply in one situation, with one group of people, the same principles will apply to other situations.

You have got this!

Ongoing commitment and practise will be required to keep improving, and to overcome the naturally occurring de-railers that we all have by default. For this reason, delegates will be encouraged to practise with the new skills back in the workplace. After Session 1, and during Session 2, delegates will be provided with a further opportunity to reinforce the techniques and cement the learning.



Louis Collins

Learning sessions:

The masterclass is appropriate for all employees, although we would encourage grouping people operating at similar levels within the same group as they will typically be facing similar conversational challenges.

We find that employees that benefit the most from these sessions, are those who have management or supervision

responsibility, whether that be from two direct reports to several and multiple reporting layers.

Whatever your management responsibility you will be better equipped to engage in a full range of conversations, with an ever-widening population of people.

Purpose of sessions



The Masterclass will provide you with the skills to improve the conversations you have with:

- Your peers and colleagues – enabling more collaborative and co-creative working environments
- With your boss – helping you bring important issues to their attention, assisting them to be more effective leaders, giving you the confidence to raise challenging issues
- With your direct reports – so that you can motivate, inspire, and encourage people to take greater responsibility, grow and develop, and produce their best work
- Across the organization – with other teams and departments, across matrix structures, with dispersed and remote working teams

Learning outcomes



The knowledge and skills you acquire will enable you to tackle conversations more confidently and effectively in the following areas:

- Performance Management
- Discipline and Conduct
- Coaching & Feedback
- Creativity & Problem solving
- Mobilizing and supporting people through Change Initiatives
- Developing People through their career journey
- Negotiation, Influencing and Selling ideas and proposals



Duration

Week	Activity	Method	Objective
Week 1	Pre-Reading and Case Preparation using template sent out in advance	Individual delegate preparation time	Prime thinking about having conversations & consider what sort of things cause them to not be as effective as they would like
Week 2	Session #1 Personal Insights and New Skills	Zoom Session for 8-10 delegates	Explore what goes wrong in conversations and introduce techniques for helping them be made more effective
Week 3	Practice in 'real life' work environment	Delegates practise the new skills in the work-place	Explore what goes wrong in conversations and introduce techniques for helping them be made more effective
Week 4	Session #2 Live Learning Lab through Group Coaching	Zoom Session for 8-10 delegates	Reinforcement of the learning. Group reconvenes and practises the new skills using personal cases in pairs with active on-line coaching support

Delivery Approach	An online interactive session with engagement driven through a balance of facilitator input, exploratory virtual discussions and the chat function, smaller group discussions using breakout rooms, shared inputs using whiteboard and polls. Our preferred platform for delivery is Zoom.
Audience	All employees, particularly relevant for managers. Up to a maximum of 10 delegates.
Pework	There will be some pre event learning materials to help you get the best from this masterclass.

Investment required

Masterclass

WME Members: £925 plus VAT

Non-WME Members: £1110 plus VAT

For more information and to book sessions contact the WME team via info@wmemployers.org.uk

Top tip

For members of West Midlands Coaching Pool we would encourage all delegates to consider free coaching to supplement and embed learning following this masterclass.

