



# Communication & Courageous Conversations with The Thinking Academy

We spend 70% of our time communicating, but rarely do we spend time developing this skill. Successful communication can help us better understand people and situations. It can help us overcome diversities, build trust and respect, and create conditions for **sharing creative ideas and solving problems**. Our Communication training develops the awareness, knowledge and skills to become a more confident and adept communicator.

## **Communication & Courageous Conversations is suitable for:**

*CEOs, Headteachers, Deputy Headteachers, Assistant Heads, Heads of Year, Department Heads, Middle Leaders, SENDCos and Business Managers.*

## **Benefits & Impact**

Communication is more than just speaking: It's also about our voice, tone, facial expression, and language cues. Considering how little attention most of us pay to these factors and how greatly communication influences our day-to-day relationships, it's never too late to hone the skill and use it to our best advantage. Our Communication and Courageous conversation training will enable delegates to:

**Create better relationships.** Relationships built on the solid ground of good communication tend to be stronger. A clear and straightforward communication strategy boosts productivity and speeds up problem-solving by reducing misunderstanding and confusion.

**Handle conflict better.** Many disagreements happen due to miscommunication or individuals not being heard. Learning tools of listening actively, understanding others and navigating challenges will create positive conflict opportunities.

**Build empathy.** Understanding why people feel the way they do is the basis of empathy. When we become active listeners, we boost our personal and professional relationships through a greater understanding of the people around us and their points of view.

**Increased self-awareness.** We develop our soft skills and awareness as we continue to be attentive and understanding. We recognize our own emotions and notice how they change in certain circumstances. Being self-aware is one of the most important factors in effectively interacting with others.

**Build trust.** Trust is the foundation for any high-performing team. Identifying the elements that build trust and working on these can create successful and happy team dynamics.

## **Structure & Strategy**

Communication and Courageous Conversations can be delivered in one day or over three twilight sessions.

Our training focuses on:

- Exploring what effective communication is and some of the common barriers
- Models for Framing Effective Communication
- Skills to enhance communication – listening actively and deep curiosity
- Understanding the challenges of feedback and conflict
- Tools to use to reduce conflict and provide effective and accepted feedback

## **Costs & Details**

The Thinking Academy has full public liability insurance and adheres to the ICF code of ethics. Costs for the Communication and Courageous Conversations Training are £895+VAT for a full day with up to 25 delegates or £750+VAT for three virtual twilight sessions (1.5 hours each) for up to 12 delegates.

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