

## **Soft Skills Workshops – series 2**

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### **How to manage conflict and have difficult conversations**

**11/09/18. Pearson Business School, 190 High Holborn, London, WC1V 7BH**

Whether it's resolving a contractual dispute, a difference of opinion, or running a disciplinary meeting, there are many "difficult" conversations being had in the workplace. One of the reasons these conversations can be confrontational is their potential to go horribly wrong.

Knowing the right tools and techniques to make a positive "impact" in these situations, will be the focus of this Soft Skills Series 2 workshop.

#### **Agenda**

18:00 Registration

18:30 How to manage conflict and have difficult conversations: Martin Brooks

20:00 Buffet and networking

21:00 Finish

#### **Speaker**

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**Martin Brooks.** Martin is a well-respected communications trainer and coach. He has run his own consultancy since 2002, has been a Course Director at the CIM since 2009 and frequently appears in the media as "subject expert" - most recently analysing the communication skills of Mark Zuckerberg for the Discovery Channel.