



Case Study 11

A Central London Local Authority contracted Silvercube to support a 'Performance Conversation' programme for managers and supervisors.

Example: A Silvercube team delivered a series of two half day workshops for 24 staff designed to provide practical support around preparing for challenging conversations. Delegates were given the opportunity to practice conversations in a safe and secure environment and receive specific emotional and technical feedback on their performance and input.

Result: Managers are confident of their own ability to tackle challenging issues with staff in one to one situations. By being aware of how body, voice, content and structure impact on important conversations, delegates are able to get the right results first time.