



"... I have already been thoroughly impressed by the level of service provided. A planned, organised and methodical approach alongside a real interest in Camden as an organisation has shone through. The talent of the actors and a proactive account manager has exceeded expectation".



Vanessa Lincoln, HR Advisor, Camden Council

Crucial Conversations: Preparing to say Difficult Things

A one day bespoke workshop designed to prepare delegates for forthcoming challenging conversations with their staff and peers.

Your staff will:

- Have the opportunity to practice their 'real' situations in a safe and secure environment
- Be able to time out the action and rewind on specific learning points
- Share their key findings with the group as a whole
- Embed their learnings via muscle memory

Which means:

- Managers are more confident and better equipped to tackle poor performance
- Managers become more self aware of their body language, vocal tone and content in relation to having a crucial conversation
- Managers discover proven and easy techniques for better results

www.silvercube.co.uk



"Excellent way to bring your key messages across. Very good actors and a very professional team that adapts quickly to the dynamics of the day. Good humour too!"



Walter Kok: MD Business Operations & Transformation (BT Operate)

When to use Crucial Conversations?

- When poor performance, poor attendance and poor productivity is endemic in a department
- When you have a culture of meetings with little in the way of tangible results and focus
- When you want to guarantee a shift in behaviour

How do we do it?

- Silvercube Actors play out the roles as described by delegates on the Silvercube bespoke scenario sheets
- Silvercube Actors will facilitate their group, stop/start the action and encourage an open forum of feedback and learning
- Key learning points are recorded on flip charts which means that delegates own their learning points
- Feedback will cover listening skills, the use of effective open questions, use of silence, body language, vocal tone, content & environment.



Value for money spent:

- Crucial Conversations for 24 delegates (max)
- 12 delegates in the morning and 12 delegates in the afternoon
- Total delegates = 24

Example of return on investment:

£1400.00 for two 3.5hr Crucial Conversation workshops (24 delegates)

12.5% discount for all public sector clients

£1225.00 = **£51.04 per delegate.**

All prices are exclusive of VAT and travel.

For more information on **Crucial Conversations** and if you would like a free demonstration, please contact Silvercube on:

0800 988 2384 or email us: info@silvercube.co.uk

Or visit us at www.silvercube.co.uk

"Silvercube listens to our needs and delivers professional and engaging work. They see the opportunity to inject the learning with fun and humour. We feel Silvercube gives us the edge when developing our people."



Mary Tobin, Repairs Contact Centre Manager, Camden Council

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