

## 4 Key Conversations

### Joining Instructions

Shortly you will participate in the course “4 Key Conversations”. During the classroom training we will focus on intensive practice, with as little lecturing as possible during the course. Instead, we send you the theoretical content for you to read ahead of the workshop, so we can concentrate on your conversations and cases in the classroom.

That means that in order for us to be able to focus on your practice, **you will need to have read the material attached outlining the four conversations prior to attending the workshop.** The conversations deal with setting expectations, assessing progress, supporting development and resolving conflict.

The afternoon will be devoted to running role-plays, discussing these and providing feedback to the role-players. It is therefore requested that **you reflect on and bring a “case” for practice** that is real and current for you. This could be a conversation you have had which did not go exactly the way you would have wished; a type of conversation that you find challenging more generally; or indeed a conversation that you plan to have in the near future. From your “cases”, we will select four to five role-plays to run and learn from as a group.

**The usefulness of the workshop to you, and the success of the workshop more generally, will depend on you having done this pre-work.**

Thank you in advance and looking forward to having you on the course!