



# Course Outline for Crunchy Conversations 'Fight Club'



## What are the overall learning goals?

1. To help you be the most confident version of yourself in conflict situations.
2. To identify your preferred method of dealing with conflict and be aware of the strengths & weaknesses of other conflict modes.
3. To provide you with the tools to manage conflict situations better.

## What will be covered?

*We tailor our content to suit your business culture.*

These 2 days, 6 months apart, will identify how you prefer to act in situations of conflict, the alternative modes of conflict available, their strengths & weaknesses, and how you can be the very best version of yourself in conflict situations.

## What are the learning objectives?

*By the end of this training course you will be able to:*

- Increase self-confidence when faced with conflict.
- Exit challenging conversations knowing that you were able to put your point across effectively.
- Know the right questions to ask at the right time, and demonstrating active listening, to really understand the other person's perspective.
- Understand organisational 'politics' and use a positive, 'above the line' approach that demonstrates your awareness and integrity.
- Learn about body language, tone and words and what they can mean.

## What are the long term benefits?

Both with clients and colleagues, everyone needs to be able to communicate effectively and particularly when tension is running high because that is normally when most is at stake. Getting the 'wrong' result with a client or a colleague when it is critical could be disastrous for the business.

## How MBM makes this 'stick'?

Hopefully the term 'Sticky Learning' has intrigued you, whilst you probably guessed a sense of what it is about. In short Sticky Learning is our own unique blueprint that we have developed to help delegates **Realise** more of what they have learnt, are able to **Recall** more of what they have learnt and **Retain** more of what they have learnt. This is good for our clients because it means that they spend money with us that is better invested than other training providers because the learning is used for longer.

## Who is it for?

Everyone that wants to be more confident, get their point across more effectively and know how to manage conflict better in tough/difficult/crunchy conversations and situations.

## What attendees have previously said?

*"I wasn't looking forward to this course because I don't like role play or conflict but Sally was very easy to work with, had some great ideas and helped me much more than I ever thought to be the best of 'me' during conflict".*

### **What is the course/programme duration?**

At MBM we no longer offer 1 day courses due to their limited effect. Our 'Sticky Learning' enables delegates to learn more, learn quicker and learn easier. Our Sticky Learning is a 6 months programme comprising of a Learning To Learn 1/2 day training course, pre-work, a Foundation 1 day training course, and an Advanced 1 day training course, 6 months after the Foundation training course. In between the Foundation training course and the Advanced training course you will be challenged with case studies, video's, research papers and other mediums to encourage you to use your learnings.

### **How many delegates per course?**

Up to 12.

### **How do we measure your return on investment?**

There are many evaluation methods for training, each trying to find the holy grail of return on investment. We use Donald Kirkpatrick's four level training evaluation model because it has stood the test of time, since 1953. This is how we suggest we evaluate our Crunchy Conversations course for you:

#### Level 1

On each of the 2 days of the course you are asked for your feedback. This is commonly known as a 'smile sheet'.

#### Level 2

At the end of the 2 days you are set a test of 10 questions to understand how much of the learning you have absorbed. This is carried out as a 'quiz', but has a serious element around understanding your immediate retention and also because quizzes help makes sure that the learning sticks.

Post the Foundation day you are emailed a questionnaire asking you to:

- Rate how well the Foundation day achieved the learning objectives and why.
- Rate how likely you are to now achieve your individual learning objective and why.
- Rate how much your knowledge has increased and why.

#### Level 3

At 3 months after the Foundation training course you are emailed a questionnaire asking you to:

- Rate how much you have achieved your individual learning objective and why.
- Rate how much have you improved your effectiveness in crunchy conversations and why.

#### Level 4

At 6 months, in the advanced training day course, you are asked to identify one example of a change in your approach behaviours that has led to a bottom line impact.

### **How do I book?**

Contact one of our team on 0870 4424 504 or visit [www.makingbusinessmatter.co.uk](http://www.makingbusinessmatter.co.uk) or email [helpme@makingbusinessmatter.co.uk](mailto:helpme@makingbusinessmatter.co.uk)

