

Course Title	Conversation Management Workshop	Duration	One Day	HOUSING
Aim	<p>If it's been a while since you undertook training in Conversation Management interviews, you may find that you've fallen into bad habits. This blended course (revision booklet plus face-to-face training) will remind you of the techniques and help you to re-imbed them.</p> <p>Delegates will fully revise the Conversation Management interviewing system (including planning and note-keeping techniques) using a revision booklet and self test system, before taking part in a day of structured practice interviews.</p> <p>By the end of the training you'll be confident again, and using your skills to even greater effect!</p>			
Prerequisites	<p>Previous training on, or experience in using, the Conversation Management interview system. This <i>revision</i> course is not suitable for those with no experience of CM interviewing.</p>			
<i>NB : As this course may form part of a BTEC qualification, we normally assess delegates during the course.</i>				
Session	Outcomes	Content		
Introduction	To explain the aims of the course and understand particular objectives of individuals	<ul style="list-style-type: none"> ◆ Introductions ◆ Understand the objectives and process of the course ◆ Agree what outcomes are required 		
PEACE interviews	To understand the principles of the PEACE system of interviewing	<ul style="list-style-type: none"> ◆ What is PEACE? ◆ Interviewing styles ◆ Personal <i>vs.</i> formal ◆ Openness 		
Planning	To be able to plan and carry out effective PEACE interviews	<ul style="list-style-type: none"> ◆ Bringing the customer into the interview process ◆ Creating an atmosphere of trust & explaining the process ◆ Planning what to cover <i>vs.</i> lists of questions 		
Gaining quality information	To know how to manage an interview to obtain good quality information	<ul style="list-style-type: none"> ◆ Their <i>Account</i> rather than your questions ◆ The <i>Conversation Management</i> cycle ◆ Using evidence during an interview ◆ Active Listening and Responding ◆ Challenge or clarify – differences and similarities ◆ Differing methods of challenging ◆ Ending the interview ◆ Defusing Blame – <i>how</i> rather than <i>why</i> 		
Evaluation	To understand the importance of evaluating the product of an interview & your performance	<ul style="list-style-type: none"> ◆ Evaluating planning and performance ◆ Looking at areas for improvement ◆ Planning for the next interview 		
Book this course now :				
Cost	Price Code B			
To book this event	ITS Training (UK) Ltd, 21/22 Oliver House, Hall Street, Chelmsford, Essex, CM2 OHG Tel: 08454 300 262 e-mail: bookings@its-training-uk.com			