

Personal Development

Better Conversations

Course Details

Price

£435.00

CPD Points

6.00

Length

2 x half days (09:00-12:00)

Course Overview

Delivered across two half-days, this course helps delegates build more effective workplace communication by exploring the dynamics of verbal and non-verbal interaction. It will focus on practical strategies that improve clarity, connection and collaboration in any professional context.

Delegates will learn how communication shapes personal and professional growth and how to strengthen it through intentional practice.

Content

The course will cover the following topics:

Day 1:

Flexible learning that works for you

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Proudly part of



- **State** - Explore how internal emotional and physical state shapes every interaction, and learn to how to show up as your best self
- **Assumptions** - Understand the hidden stories we create about others, and learn to challenge them making conversations clearer, fairer, and more connected
- **Context** - Recognise the wider environment, pressures, and history surrounding a conversation, and adjust the approach to fit the moment

Day 2:

- **Listening with Curiosity** - Practise curiosity-driven listening that slows judgement, deepens rapport, and helps others feel genuinely understood
- **Intentional Conversations** - Bring clarity and purpose to dialogue so conversations move toward shared meaning rather than drifting or becoming reactive
- **Next Steps and Application in the Workplace** - Translate the tools into real workplace behaviours that strengthen relationships, improve communication, and build a healthier culture

Benefits

By the end of the course, delegates will:

- Develop a greater self-awareness in conversations
- Understand how assumptions and context shape communication
- Strengthen active listening skills
- Learn to hold more intentional, productive conversations
- Apply practical tools directly to workplace interactions
- Build confidence in navigating challenging or complex discussions

Next Steps

If you would like to book a place on this course please click on the '**Book Course**' button to the right of this page and login or register for a user account to complete your booking(s). Any queries please do not hesitate to contact us via admin@gta.gg or

call us on 01481 244570. If no date is scheduled for this course at the present time please click on the '**Register Interest**' button and login or register for a user account so that we can add you to our course interest register. This register allows us to contact our tutors and finalise dates for a course as soon as we have a few people who have expressed their interest, so the more delegates who register their interest, the sooner we can schedule a particular course.

Course Tutor

Jon Buckland

Jon is a strategic consultant and organisational development advisor, professional coach and an accredited Coaching On the Go co-pilot. Highly accomplished and innovative leader with extensive experience at senior levels in both the public and private sectors. Passionate about developing people and creating supportive environments with high levels of psychological safety. Successful track record in transforming organizational cultures, modernizing operations, and enhancing stakeholder engagement.

Mike Elward

Mike Elward BA (Hons) MscEcon PGCE, brings over 20 years of experience in education and management, with a decade in senior leadership roles at the highest level. He has a proven track record of empowering individuals and teams to achieve their full potential. Prior to his career in education, Mike served as an officer in the Royal Navy, where he developed strong leadership skills in demanding environments. He holds an undergraduate degree and a master's in History, Politics, and International Relations, along with a Postgraduate Certificate in Education (PGCE). As an expert in coaching and change management, Mike is passionate about guiding organisations through transformative processes. His commitment to success drives him to help individuals unlock their potential and reach their goals.