

**Quality Conversations Masterclasses**

**Do you want to refresh and develop your Quality Conversation skills?**

* Practice your skills with the support of an experienced trainer.
* Learn ways to manage conversations you’re finding challenging
* Learn from other colleagues, and share best practice



**Who can book**:

* Joined Up Care Derbyshire staff member **who have already attended the Core Quality Conversation training**.

**What to expect:**

* **Facilitated session** – an opportunity to share experiences and work together to support each other in using Quality Conversation skills effectively.
* **Interactive session** - we want to hear from you so please have a working camera and microphone!
* **A safe space -** to allow everyone to get involved.
* **Networking** - meet and collaborate with like-minded colleagues.
* **Various topics** – see below for specific topics.

**How do you book?**

Check the dates and times for the training you want to attend (see below). Click on the training session you wish to book. Book your place via Eventbrite and you will be sent confirmation of your booking and a calendar invite will be sent within 5 working days.

**Quality Conversations in Action training dates April 2024**

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| **Day** | **Date** | **Start** | **Finish** | **Session focus** |
| Wednesday | 03.04.24 | 11.30 | 12.30 | [Listening Skills](https://www.eventbrite.co.uk/e/jucd-quality-conversations-masterclass-listening-skills-tickets-850665221577) |
| Wednesday | 03.04.24 | 15:30 | 16:30 | [Push and Pull Communications](https://www.eventbrite.co.uk/e/jucd-quality-conversations-masterclass-push-and-pull-tickets-850670166367?aff=oddtdtcreator) |
| Tuesday | 09.04.24 | 11.30 | 12.30 | [Asking effective questions](https://www.eventbrite.co.uk/e/jucd-quality-conversations-masterclass-asking-effective-questions-tickets-850671159337?aff=oddtdtcreator) |
| Tuesday | 09.04.24 | 15:30 | 16:30 | [Push and Pull Communications](https://www.eventbrite.co.uk/e/jucd-quality-conversations-masterclass-push-and-pull-tickets-850672182397?aff=oddtdtcreator) |