MLB Consultancy and Training

Interpersonal Communication & Conflict Transformation Training in Schools and Colleges





Dr Majbritt Lyck-Bowen

Dr Majbritt Lyck-Bowen has more than 10 years of experience in developing bespoke interpersonal communication and conflict transformation training to a wide range of participants.

She has also been a school governor for 8 years and a parent volunteer for 5 years.

Dr Majbritt Lyck-Bowen's CPD training focuses on developing better relationships between people and dealing constructively and sensitively with interpersonal disagreement and conflict.

Each CPD training session:

- ❑ Is carefully designed to suit the needs of participants and thoroughly informed by current research and the context and lived experiences of participants.
- ❑ Focuses on approaches, methods and skills that are easily applicable in everyday situations.
- ❑ Is fun, interactive and engaging and taught in ways that make everyone feel welcome and valued.
- ❑ Provides a supportive and safe space for group discussions and skills development.

The following pages provide an overview of the courses currently on offer for all staff in schools and colleges.

Please email MLBCandT@gmail.com to initiate a conversation about, how MLB Consultancy and Training can help you and your team improve your interpersonal communication- and conflict transformation skills.

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Preparing for and Facilitating Difficult Conversations

If you worry about having difficult conversations with students, parents, carers and colleagues and experience that these conversations do not often develop, the way you hoped, then this training is for you.

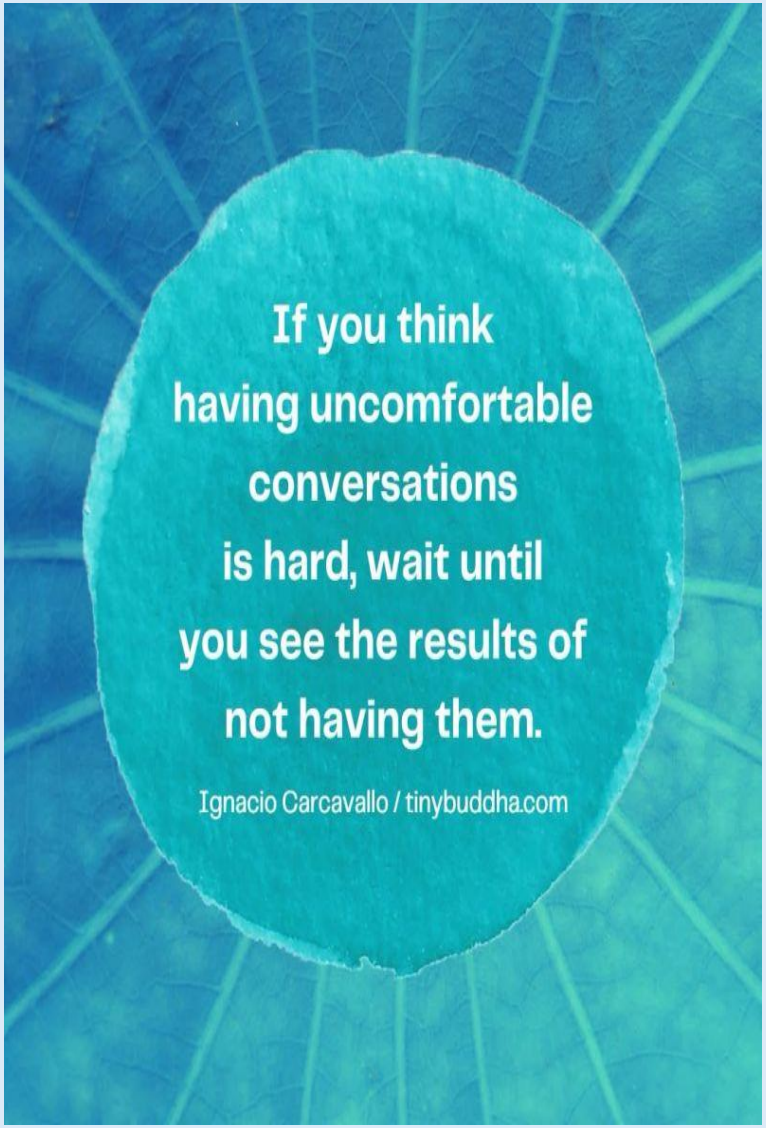
We all experience conversations about difficult issues and/or with people, whose behaviour, we find challenging. Often, we avoid having these conversations or we put them off for another day, because we know, they will make us feel stressed and upset.

In this session, we will discuss how best to prepare for these difficult conversations and how we can facilitate them in ways that reduce tensions and sustain relationships. We will also explore, how we can de-escalate situations, where someone is becoming angry. Finally, we will also explore, how key interpersonal skills can help us address difficult conversations effectively.

After this session, you will have a better understanding of:

- How to prepare for and facilitate difficult conversations.
- How to de-escalate situations, where someone is becoming angry.
- How key interpersonal skills can help you address difficult conversations effectively.

This interactive workshop is delivered onsite and takes 3 hours.



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Communicating Effectively with Parents and Carers

If you and your colleagues are unsure about how to communicate effectively with parents and carers in ways that support the development of dialogical relationships, then this training is for you.

A grounded dialogue with parents and carers can help school and college staff break down barriers and foster trust, relationships and collaboration. This can support staff in developing inclusive learning journeys and spaces that improve student attendance, motivation, engagement and performance.

In this session, we will explore what characterises outstanding communication between school staff and parents and carers. We will also discuss how your school can communicate more effectively with parents and carers and identify and practise the key interpersonal skills needed.

After this session, you will have a better understanding of:

- What characterises outstanding communication between school and college staff and parents and carers including how to use AI appropriately.
- How you can communicate more effectively with parents and carers.
- Which interpersonal skills you need the most and how you can improve them.

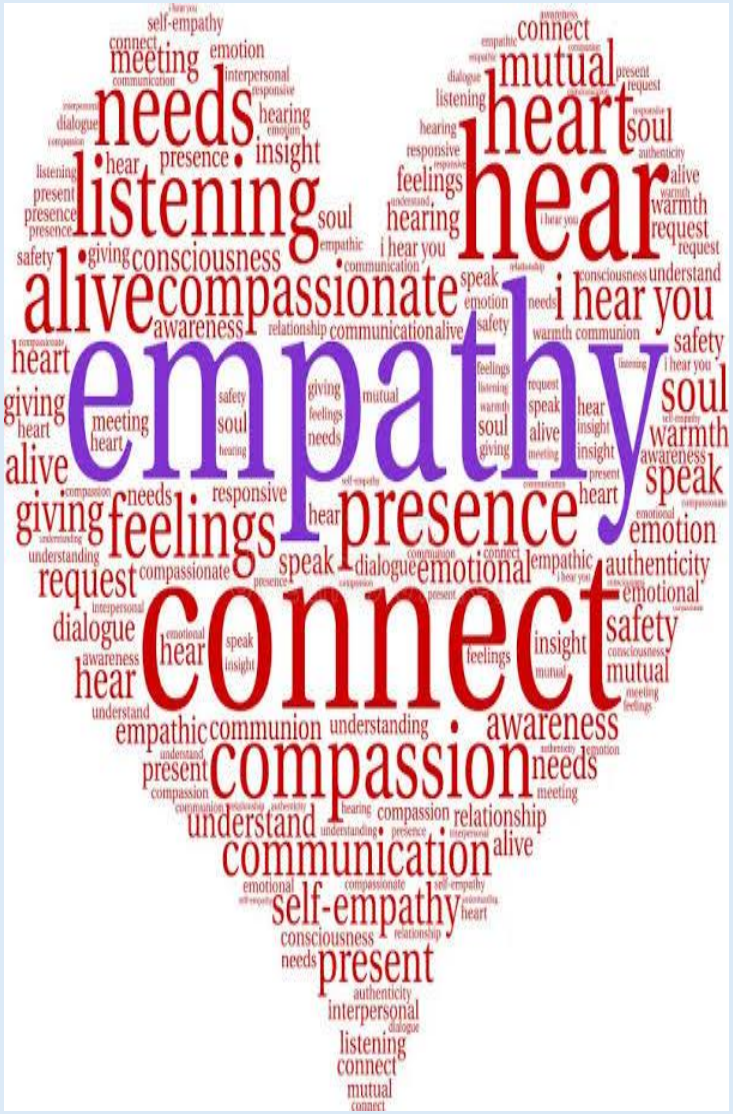
This interactive workshop is delivered onsite and takes 3 hours.



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Empathetic Communication

If you want to improve your ability to communicate in ways that help you understand and connect with the feelings and experiences of students, parents, carers and colleagues then this training is for you.



Empathetic communication is an essential practice that ensures people feel heard and understood, that supports the development of trusting relationships and that fosters the development of positive working environments. When people use empathetic communication, they are better able to understand and address other people's challenges.

In this session, we will explore what empathetic communication means and how we can use it effectively. We will also discuss and practice the key interpersonal skills that enable empathetic communication.

After this session, you will have a better understanding of:

- The 5 main components of empathetic communication and the benefits of using them.
- Techniques for using each of the 5 components.
- What skills are needed for empathetic communication and how you can practice them.

This interactive workshop is delivered onsite and takes 5 ½ hours or 2 x 3 hours.

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Interpersonal Conflict Styles and Strategies

If you are curious about how you can improve your own responses to interpersonal conflict, by turning your conflict styles into strategies then this training is for you.

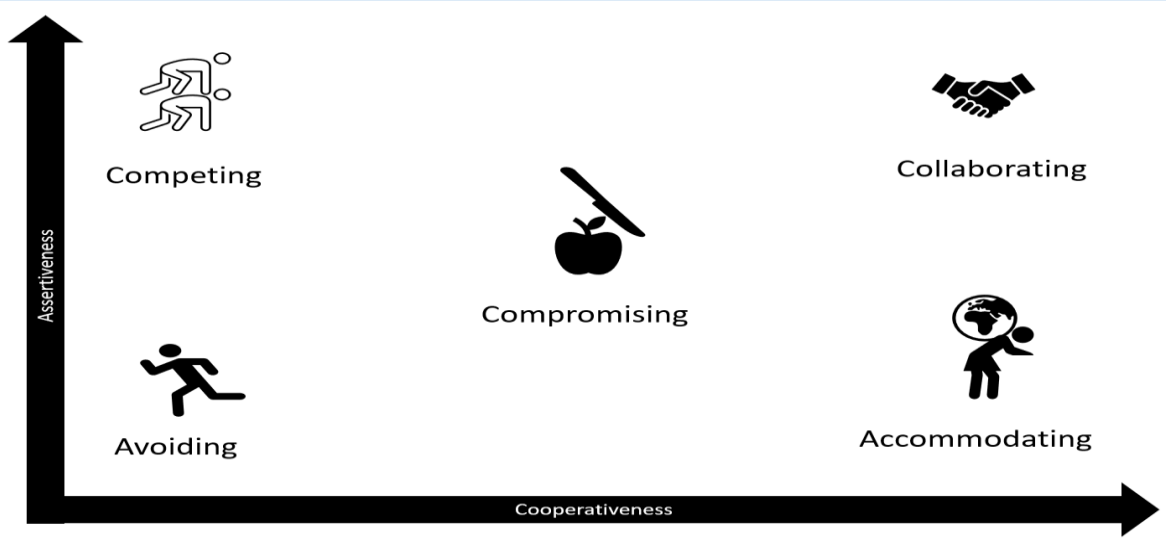
We all have default styles; we use unconsciously to address interpersonal conflict. In some cases, these automatic responses are helpful, but in many other cases, they are not. Therefore, it is important to be aware of your interpersonal conflict styles and use them wisely and deliberately as strategies.

In this session, we will explore, how you use different conflict styles in calm situations, when emotions are still under control and in storm situations, when emotions have taken over. We will explore, how each style impacts outcomes and relationships to help ensure we use the best style in each situation. Using examples from the workplace, we will also explore how you can turn each style into a deliberate strategy that helps you deal with interpersonal conflict more effectively.

After this session, you will have a better understanding of:

- Your default interpersonal conflict styles in situations of calm and storm.
- The impact of different conflict styles on outcomes of interpersonal conflict and your relationships with the people involved.
- How to turn your conflict styles into strategies.

This interactive workshop is delivered onsite and takes 3 hours.



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Creating and Holding Safe Spaces for Inclusive Conversations

If you value the perspectives of students, parents, carers and colleagues, but struggle to create safe spaces, where everyone feels confident introducing new ideas, sharing opinions and disagreeing with each other, then this training is for you.



We all experience meetings, where a few people dominate the conversations and where we do not feel confident voicing our own opinions, experiences and ideas. These meetings often result in outcomes and solutions that only reflect the perspectives, interests and needs of the most vocal.

In this session, we will discuss how we can foster safe spaces that encourage everyone to be authentic, vulnerable and trusting leading to inclusive conversations, mutual understandings, deeper connections and more effective problem solving. We will also discuss, which and how interpersonal skills are helpful in supporting these spaces.

After this session, you will have a better understanding of:

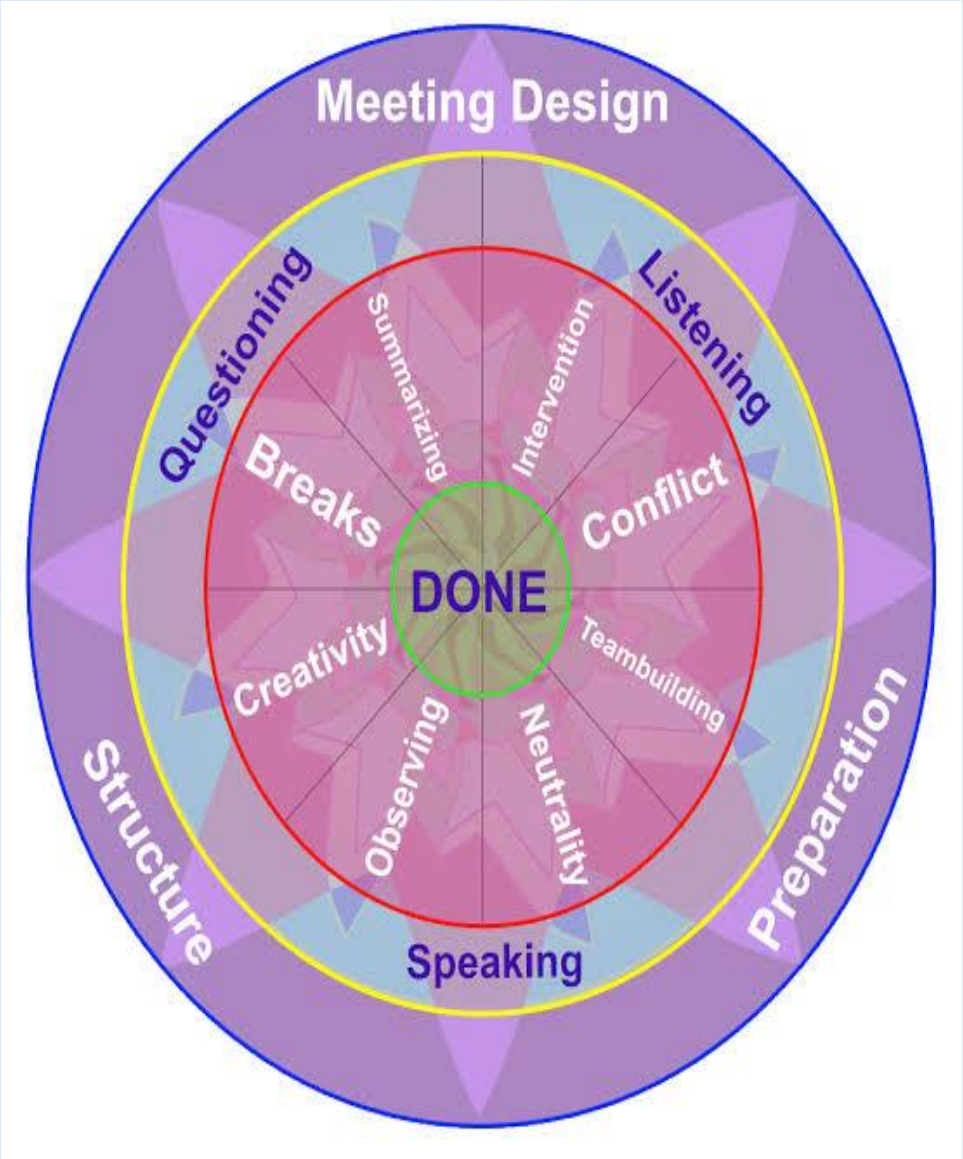
- What characterises a safe space for inclusive conversations.
- How to create and hold such a space.
- Which and how key interpersonal skills can help you support the preservation of a safe space.

This interactive workshop is delivered onsite and takes 3 hours.

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Facilitating Inclusive Conversations in Safe Spaces

If you want to be able to facilitate inclusive conversations in safe spaces, where everyone feels confident introducing new ideas, sharing opinions and disagreeing with each other, then this training is for you.



Facilitators play a key role in fostering safe spaces, that encourage and enable everyone to engage authentically and meaningfully in group conversations.

In this session, we will discuss what makes a space safe for inclusive conversations, trust building, innovation and problem-solving. We will also discuss how a facilitator can contribute to fostering such spaces and what techniques they can use. In addition, we will discuss, which and how interpersonal skills are helpful in facilitating these spaces.

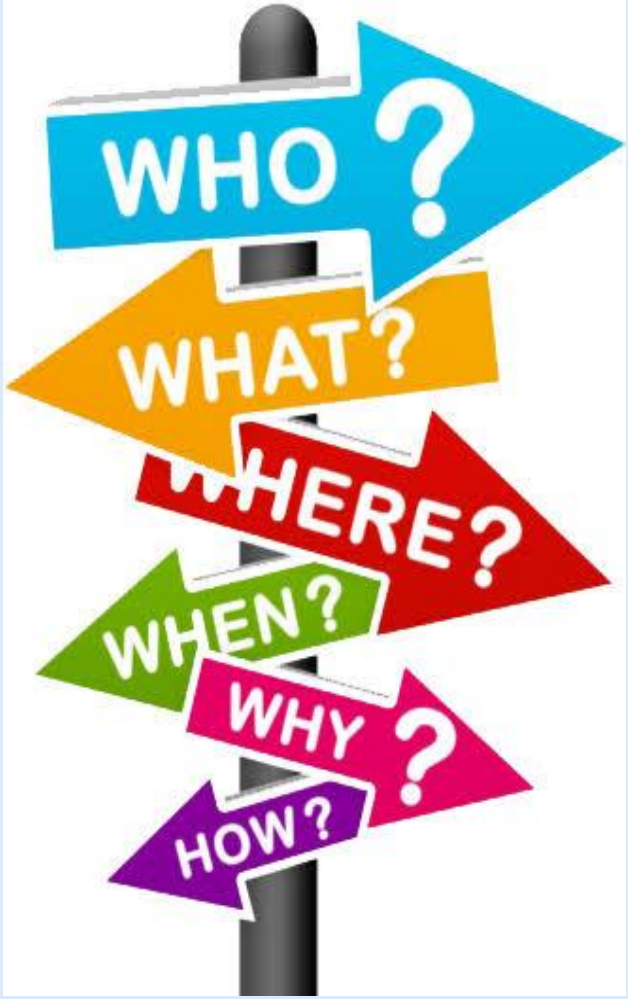
After this session, you will have a better understanding of:

- What characterises a safe space for inclusive conversations.
- What are the main responsibilities of the facilitator and what techniques can they use.
- Which and how can key interpersonal skills help facilitators.

This interactive workshop is delivered onsite and takes 3 hours.

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Practical Information and Pricing



How can you book an interactive workshop?

Please email MLBCandT@gmail.com to initiate a conversation about, how MLB Consultancy and Training can help you and your team improve your interpersonal communication- and conflict transformation skills.

Where can the training be delivered?

All training is delivered in person on the school/college site. MLB Consultancy and Training covers primary schools, secondary schools and colleges in West Sussex, Surrey, Hampshire, Dorset, Wiltshire, Berkshire, Oxfordshire, Buckinghamshire and London.

Schools and colleges are welcome to share training sessions.

Up to 10 participants

£349 for 1 x 3-hours session

£649 for 2 x 3-hours sessions

£949 for 3 x 3-hours sessions

£549 for 1 x 5 ½ -hours session

Up to 30 participants

£399 for 1 x 3-hours session

£749 for 2 x 3-hours sessions

£1099 for 3 x 3-hours sessions

£649 for 1 x 5 ½ -hours session

More than 30 participants

£449 for 1 x 3-hours session

£849 for 2 x 3-hours sessions

£1249 for 3 x 3-hours sessions

£749 for 1 x 5 ½ -hours session

A discount is offered if 2 sessions can be taught on the same day.