INSIGHT
RETAIL RISK CONSULTANTS

FAIR©

A New & Innovative Conversation Management Model.

A Conversation Management Course with a Difference

• Optimum 8 - 12 delegates in small group learning environment.

• Worldwide 3-day classroom-based workshop.

• Online support package for continued employee development.

• Ethical, simple and relevant.

• Tailored for your specific business needs.

• Professional delivery team specialising in communication techniques.

• Suitable for cross-function group delivery (HR, Legal, Sales & Marketing functions).

• Create a standardised conversation management structure across functions and global markets.

FAIR©

Innovative Conversation Management Model

Employee Engagement

FAIR© advances both thinking and practice by generating new insight into employee engagement.

Through practical guidance and training it provides a framework that can be applied whenever employees are required to engage in internal processes and investigations.

Blended Learning

Classroom based workshop delivery with supporting literature and learning aids. Post-course support offered through online packages in a blended learning approach to reinforce all areas.

Introduces new concepts to consolidate learning and to develop additional skills.

4-step method of managing conversations:

Foundation

Build a solid foundation for an objective led conversation through effective planning and by considering factors likely to impact upon a successful outcome.

Ask

Develop appropriate non-confrontational questioning and listening skills in order to effectively communicate with employees.

Inform

Introduce additional information in a tactical and controlled manner in order to explore inconsistencies, anomalies and omissions.

Review

Explore methods of reviewing the information gathered during the conversation and develop the personal performance of the interviewer.

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To find out more or discuss a bespoke course for your organization contact us:
info@insightretailrisk.com