

Managing difficult conversations and behaviour

 Join us on Tuesday, 17th March, 7.00pm – 9.30pm

- Master the art of difficult conversations
- How best to manage difficult behaviour

Primary Care Commissioning (PCC) are delivering an online session which will explore how to prepare and deliver kind, effective, difficult conversations and how to best manage difficult behaviour.

The aim is to provide participants with an increased understanding and confidence in how to manage difficult situations, including the opportunity to share ideas and practice a difficult conversation.

