



Manchester Law Society  
Instituted 1838 Incorporated 1871

**PotentialUnearthed**  
Personal Development

## Next Generation Leadership Development Programme

### 5. Having Challenging Conversations, Creating a Culture of Accountability

**Thursday 21 May 2020**

**Hilton Hotel, Deansgate, Manchester**

**Registration: 09:00 – 09:30 Workshop: 09:30 – 16:30**

**Cost to attend:**

MLS Members £150.00 + VAT (£180.00) Non Members £190.00 + VAT (£228.00)

Join us for the fifth of our one day workshops covering a range of skills asked for by you. This workshop will be led by Mike Ode, Director of Potential Unearthed, and will provide you with tools to help structure difficult conversations and embrace accountability.

#### **Learning objectives:**

- Be able to recognise who is who within the 'Adult, Child, Parent' model and be aware of where they should be & why, before/during/after the discussion
- Be aware of the types of recipient, their characteristics and be familiar with practical techniques on how to manage each one.
- Be able to structure your conversation assertively, to have maximum impact using our bespoke 'Challenging Conversations Road Map' tool.
- Be able to effectively handle tough conversations on a one to one basis and in a group setting.
- Identifying why some individuals resist accountability.
- How accountable are you and your team? – Questionnaire Assessment.
- Accountability v Victim – Where are you and your team on the Accountability Ladder?
- Shifting from 'being held' accountable to 'embracing' accountability.

#### **About the trainer:**

Mike has over 20 years' hands-on experience delivering Leadership, Management and Personal Development. He has worked extensively across both the Public and Private sectors. Mike delivers courses and programmes to a wide and varied client base including those in the Oil and Gas industry, Legal, Engineering and Medical sectors to name but a few. Mike's career to date has seen him hold a variety of developmental roles including L&D Consultant at Capita and the position of L&D Manager with Weightmans LLP. Mike is an excellent communicator and can build rapport with ease; he gets impressive results from working with individuals and groups alike. With bags of enthusiasm and passion for what he does, this always resonates with the individuals he works with and always leads to a fun, engaging and positive learning experience.

**To book your place please complete the form and return to**

**[CarlaJones@manchesterlawsociety.org.uk](mailto:CarlaJones@manchesterlawsociety.org.uk) or click here to book online**



**Next Generation Leadership Development Programme**  
**Having Challenging Conversations,**  
**Creating a Culture of Accountability (30422)**

Please reserve me .....place/s on the above conference at £150.00 + VAT (£180.00) for Member delegates and £190.00 + VAT (£228.00) for non-member delegates, I will pay by cheque made payable to the Manchester Law Society or by bank transfer to Manchester Law Society at the bank account number: 02014114 Sort Code: 01-05-31 using the delegate name and course or the invoice number as a reference.

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**Please note payment must be received prior to the event.**

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[VictoriaRidge@manchesterlawsociety.org.uk](mailto:VictoriaRidge@manchesterlawsociety.org.uk)

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