



Difficult conversations with vulnerable people in a professional context

Date	Wednesday 7 June 2023
Time	2.00pm to 5.00pm
Venue	Law Society of Ireland, Blackhall Place, Dublin 7
Fee	€176
Discounted* Fee	€150
CPD Hours	3 Hours Management & Professional Development Skills (by Group Study)
Event Code	S2355

Maximum number of participants on this workshop is 15.

Aim and Objectives

This course is open to all persons working in the legal services sector. The aim of this course is to provide participants with the skills necessary to impart bad news to clients and others. The training is thus about how to manage a difficult conversation with others, particularly those who are vulnerable.

Topics covered:

What is your preferred conflict-handling style?

- Participants complete the Thomas-Kilmann Conflict Mode Indicator
- What is your preference: Competing, Avoiding, Compromising, Collaborating, Accommodating?
- How to use all of the different conflict-handling styles, depending on the merits of the circumstances
- Tips and techniques: how to be assertive (rather than aggressive or passive) when dealing with others, particularly vulnerable clients

Listening and showing empathy

- How to deal effectively with vulnerable others
- Looking interested, inquiring with questions, staying on target
- Testing your understanding, evaluating the message, neutralising your feelings
- Effective body language: mirroring and matching to show empathy
- Being empathetic on the telephone and also in video calls as well as face-to-face meetings

Role plays: Implementing the skills of the training

- Participants are placed in situations where they have difficult news to impart
- They are asked to impart the news in role play format
- Mutual feedback: what went well and what might have gone better
- Learning points for optimal conveying of difficult messages

Remaining resilient when delivering difficult news

- Looking after yourself – effective stress management
- Preparing yourself for the delivery of a difficult message
- **Action planning:** conducting difficult conversations with vulnerable clients

Learning Outcomes

At the end of this workshop participants will be able to:

- Describe their own preferred conflict-handling style as a result of the completion of the Thomas-Kilmann Conflict Mode Indicator
- State techniques to be assertive (but not aggressive or passive)
- Describe how to listen to others and to show empathy
- Identify how to be empathetic in terms of body language (in face-to-face meetings or virtual calls) and the voice (in telephone calls)
- Describe learning points from role plays in which they have been practising the skills
- List ways to remain resilient and to look after oneself, when having to impart difficult news to others (without suffering too much oneself)
- Describe an action plan as a result of the training

Trainer

Henry Hely Hutchinson

Henry delivers negotiation skills, interpersonal skills and management skills courses for lawyers, bankers and professionals worldwide.

Henry has a First Class degree in Modern Languages from Trinity College, Dublin and an MBA from Henley Management College. He started his career at the Commerzbank in Frankfurt where he worked in the foreign department in Trade Finance. He has worked at DC Gardner Training and Euromoney Institutional Investor PLC for 25 years and has had two main roles during his time in the firm, as an organiser of global conferences and as a trainer in management, communication and selling skills. At DC Gardner Training, where he was Managing Director for many years, Henry has delivered many “soft skills” training courses for banks, financial firms and law firms, including most of the most prestigious and best-known international law firms and banks. He ran regular training on an ongoing basis for one of London’s Magic Circle law firms.

Henry’s training assignments have spanned 15 years and well over 30 countries, and his core areas of specialism include Negotiation Skills, Management Development, Advanced Selling Skills, Communication Skills and consultancy for the legal and banking sectors on strategic matters relating to Human Resource Development. Henry is accredited to use profiling tools such as the MBTI® in his courses, and delivers training in English, French and German. He has a PRINCE2 Project Management qualification. In his conference career, he has negotiated some very complex joint venture deals with parties all over the world, notably in Asia, and also some very large client and supplier contracts, and he enjoys putting the negotiation skills that he teaches into practice.

In the legal space, Henry runs training for many of Ireland's largest law firms on an ongoing basis, and also delivers training for Hong Kong and New York-based law firms. Other clients have included Barclays, Lloyds Bank, Commerzbank, Rabobank, Deutsche Bank, Bank of America, HSBC, AXA Group, and regulators such as the Securities and Futures Commission of Hong Kong.

IMPORTANT

- This is an in-person event and will not be available online or as a recording.
- Attendance at our in-person events are tracked and logged for CPD compliance purposes. This information will be shared with the Law Society CPD Scheme at their request.
- For CPD 2023 information see <https://www.lawsociety.ie/Solicitors/Practising/CPD-Scheme>
- View our [Privacy Statement](#)
- If you have technical or other queries, contact a member of the team on: lawsocietyskillnet@lawsociety.ie

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