

When technology is not the answer ...

We are living through turbulent times with businesses in every sector going through dramatic change ... restructuring, cut-backs and frequently, redundancies.

The greatest challenge facing your managers is to be able to deal sensitively and professionally with their staff as they implement these changes.

So how can you prepare your managers for these difficult and often emotionally charged conversations?

*Let them practise with Talkvoices **ROLEPLAY ACTORS***



Since 2002, **Talkvoices** has run hundreds of high impact, scenario-based role-plays and practical application sessions for some of the UK's largest companies.



Managers have the chance to put theory into practice and apply new skills in a safe yet highly realistic environment. Role-plays are rehearsals, where the impact of mistakes can be felt, making the learning curve steep at times but also very rewarding.



We provide Management and staff training for:

- ◆ Disciplinary procedures (investigations, hearings and appeals)
- ◆ Poor performance, attendance issues and return to work interviews
- ◆ Customer Service Training
- ◆ Interview Skills
- ◆ Managing change and redundancies
- ◆ Conflict resolution and team building.
- ◆ Recruitment and selection



Regular actor-based training sessions from **Talkvoices Role-Play** are a highly cost-effective way to bring alive your training, at a very competitive daily rate.

Talkvoices employ drama school-trained professional actors who understand, and are experienced in, today's business environment.

Our actors are passionate about bringing high impact, role-play sessions alive for your delegates and will give meaningful and constructive feedback, either directly or in a coaching style.

We supply the most appropriate actors for your specific training or recruitment needs. They are drawn from diverse backgrounds with experience at many levels from senior management to the shop-floor.

We can develop original role-play scenarios for you or work to existing in-house briefs.

Talkvoices clients include BAA, Stagecoach Buses, Balfour Beatty Rail Infrastructure, The Muslim Council, South West Trains and Network Rail.

For more information, to talk about your requirements or to make a booking:

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So how prepared are *your* managers for *courageous conversations*?