



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, H&S)
- 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. Introduce new concepts to consolidate learning and to develop additional skills.

FAIR[®] – An ethical and objective led model for effective conversation management

4-step structured method of managing conversations with employees

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.

“The FAIR model principles are easy to understand and have provided me with a new approach to interviewing. The presentation and activities were lively and interactive, with participation being actively encouraged”
(Marc Funk, Profit Protection Manager – adidas Group)

FAIR[®] nominated ‘Best Newcomer’ Retail Fraud Awards 2015

To find out more or to discuss a bespoke course for your organisation contact us: info@insightfcc.com
