



# Relational Conversations Training

For front-line professionals in the public & third sector

- Max 12 delegates for optimal learning
- 2 Hours of participatory learning
- Learning by doing
- £1,995 (excl. VAT) per training, online learning
- Certificate of completion from Basis



Also available: training delivered in the classroom ('in-house').

**Basis**  
Training

# We need a different kind of conversation

For residents with complex problems

Understanding the needs of residents with a complex range of problems requires a different kind of conversation.

Working with nearly two hundred front-line experts from the public and voluntary sector in Newham during the pandemic, we co-created five principles for great Relational Conversations.

## Who is the training suitable for?

Do you recognize yourself or your team members in two or more of these points? Then the Relational Conversations training is for you:

- You want to enhance your ability to quickly build relationships
- You want to form a holistic understanding of the challenge at hand
- You want to co-create solutions to overcome your challenges
- You want to experiment with alternative approaches to having meaningful conversations
- You want to reflect on your own practice and learn from each other in a safe environment

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Training

Quick Contact

This way you can easily contact us:

+44 (0) 20 3239 2407

comms@basis.co.uk

We help Public Services tackle messy problems, co-delivering effective change.



# What the training gives you in practice:

- You can recognise where you might go wrong in a difficult conversation with a resident
- You can compare your current practices with peers working in similar roles
- You can implement at least three improvements to your own practice to take back to your organisation
- You know how to build empathy when interacting with customers
- You acknowledge any unconscious bias that may exist
- You are capable of exploring the residents' queries holistically
- You can build trust with residents more easily

The training is far from 'talk-over slides'. Through the use of **role-play**, we encourage people to apply alternative approaches to having meaningful conversations, reflect on their own practice and learn from each other in a safe environment.

"Great to practise the way to approach and support those best in need."



Director, The Design Cabin Community C.I.C

# Costs, add-ons and registration

The total costs for the training delivered online are **£1,995 (excl. VAT)**. There are **no additional or hidden costs**.

You can also **request a no-obligation quote** for training delivered in a classroom / an 'in-house' training at your location.

Take advantage of our attractive add-ons when you register for several courses. To speak with one of us directly, drop us a line at [comms@basis.co.uk](mailto:comms@basis.co.uk).

Do you want to follow the Relational Conversations training with 6 people or fewer? We may be able to link you to another client so you can share the costs: [comms@basis.co.uk](mailto:comms@basis.co.uk).



## Max - Trainer

Do you have questions or do you want advice?

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 [comms@basis.co.uk](mailto:comms@basis.co.uk)

# 5 principles for Relational Conversations

And how they were co-created

In the midst of the first coronavirus lockdown, Newham Council realised many of its residents were falling into deprivation. They were struggling to afford food and many were at risk of homelessness.

It was clear that people's needs stretched far beyond getting access to a hot meal. They needed help applying for benefits, finding employment, support with their mental health, new clothes, accommodation, help with their visa status, and in many cases, all of the above.

**The question was, when someone arrived at a foodbank...**

**how could practitioners build the relationship needed to begin to understand the complex range of problems that weren't visible on the surface?**

To understand the needs of residents with complex problems, a different kind of conversation is required. Together with nearly two hundred front-line experts from the public and voluntary sector in Newham, we co-created 5 principles for great Relational Conversations. Over time, we whittled these down to five that we cover in our training.



# External review proves Relational Conversations work

An external review of Relational Conversations (formerly “Core Conversations”) was **conducted by researchers at UCL** (University College London) as part of a wider programme and model of interventions:

*"Through the training sessions interviewees felt more able to deploy the necessary skills to build trust with residents by listening and not judging or generalising situations."*

*"Frontline workers were very positive about the core conversations training, which helped them build empathy when interacting with customers, acknowledging any unconscious bias that may exist and exploring the residents' queries holistically."*

[Read more research findings](#)



**Dennis - Trainer**

If any of the above sounds like it could be right for your organisation - then we'd love to speak with you.

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# Who is this training for?

It's for anyone who speaks to people and tries to help them solve complex problems they are facing.

## You might be:

- A voluntary and community sector worker
- A Local Government Officer working in a front line service
- Someone working in an international humanitarian context
- A Councillor aiming to better understand the needs of their constituents

There is no perfect template for a Relational Conversation. Whether you've got 2 days' experience or 20 years', there's always more to learn. The insights gathered from each session are used to continuously update the principles to benefit the alumni network and future participants.

## What our clients say

"I will be using all of the examples in my day-to-day interactions with the vulnerable people I help."

- Founder & Director of Heal Together CIC

"Basis provided a brilliant introduction to complex conversations. The training was interactive and fun, and it has made me more confident in my surgeries."

- Local Councillor, London Borough of Newham

"This was a very interactive training, which I loved. We got to speak to others about how this situation might be similar or a little different at the place of work, so this helped too."

- Early Years Practitioner at East Ham Children Centre

"We meet volunteers all the time who are in many different situations and having relational conversations can sometimes be difficult. So this helped to understand what avenues to approach and know when to stop."

**- Volunteer  
Coordinator at  
Active Newham**

## We are proud of what we do

The skills you need to turn messy problems into meaningful opportunities.

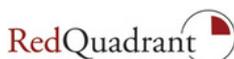
Basis Training was established to meet our clients needs for high-quality, impactful public sector training at an affordable price point.

In 2010, driven by acute austerity, our clients told us, "we need to diversify our staff's skills to save money." We realised we could fill that knowledge gap - and fill it well - so we started developing our first courses to rave reviews.

Since then, we've made it our mission to build more and more courses in response to our clients' most pressing problems. We take those problems and turn them into meaningful opportunities by equipping delegates with a powerful mix of theory and frontline experience.

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SUPPORTERS

# We provide training for:



and many more!

## 5 Principles for Great Relational Conversations

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