



Confronting Conversations CARM's - '5 Minute' Micro Learning Online Narratives

Benefits

1. Just **5 minutes** of short, intensive, high value and low impact microlearning.
2. Staff provided the medium to acquire targeted skills quickly.
3. Key de-escalation and influencing skills can be demonstrated and broken down by our experts for ease of learning and ongoing reference.
4. Our micro learning solutions are delivered to your fingertips, via mobile devices, so it's always there when needed – 24/7
5. Multiple short sessions are available for continuation, ease of progression and ongoing professional development.
6. CARM 5 minute micro sessions are supported by e/m-learning and facilitated virtual sessions.
7. Your organisations / personal narratives can be tailored as a suite of solutions to having confronting conversations.
8. Train staff 'just in time' and with an approach targeted to increase knowledge, skill and retention.
9. Practical and outcome focused. Micro learning provides the flexibility, engagement and responsiveness sought in a fully online COVID-19 safe way.

CARM Training

Derive the benefits, learning opportunities and cost savings of being able to properly train your staff in just '5 Minutes'.

Our '**Confronting Conversation**' micro learning series can help your staff to quickly and effectively construct narratives to de-escalate and positively influence customers in situations involving confrontation, stress and challenge.



About Micro Learning

At CARM Training, we continue to leverage technology and support our clients. **It only takes '5 Minutes'!**

To quickly close skill and knowledge gaps we can assist you in the rapid production of '5 minute' microlearning online solutions.

Our microlearning video supported training, breaks key information down into highly targeted learning chunks that are easiest to digest, offering superior knowledge, application and retention.

The end result is faster acquisition of the precise knowledge and skills needed to perform effectively on the job. With accelerated results, learners are motivated and captivated by a sense of real achievement which improves learner engagement levels.

View a sample of a CARM's micro learning production, focusing professional development on **De-escalation Narratives** for '**Challenging Conversations**', viewable from our YouTube channel <https://www.youtube.com/channel/UCCP5D0kw-fq4iJoRISQCUrw>

You can access these and other sample productions via our website at the following link. Just register online to gain access to these and more <https://carmtraining.com/resources/videos/>

If you want to know more, or would like to discuss an initiative that could benefit your organisation, then please give us a call on **1300 367 475**.

Providing training solutions to clients since 1996.

