

Critical Conversations for Managers

Performance and people management are intertwined in today's workplace and more and more often managers are conducting "difficult" conversations around an individual's poor performance.

Too often these situations leave both manager & employee traumatised yet, by utilising the right skills you can make the process a positive learning experience for both parties.



'Practical skills, tips and techniques for conducting difficult and critical conversations'.

The Benefits

This program will:

- Give you the practical skills you need to confidently conduct performance related conversations and give negative and/or constructive feedback
- Provide you with tools and techniques needed to effectively handle difficult and/or critical conversations
- Assist you to manage 'assertively' not aggressively

What you will cover

- Crucial importance of communication
- What makes conversations difficult
- Discipline conversations
- Addressing poor performance
- Feedback skills and techniques
- Constructive criticism
- Assertion with aggression
- Dealing with difficult responses
- Tips and traps toolkit

Who should attend?

This program is designed for anyone who conducts performance reviews however, it is also useful for others, especially HR practitioners who find themselves managing difficult conversations.

How it will be delivered

This program is delivered over two modules of three hours each run over two weeks. At the end of the first module participants will be given workplace activities to practice before the next session.

All participants will have access to the facilitator for up to three months following the course via email or telephone.