

MANAGING DIFFICULT CONVERSATIONS

PURPOSE / OUTCOME

- Understanding the dynamics of difficult conversations
- Understanding own strengths and weaknesses
- Ability to implement these conversations on the personal level and in the work place

CONTENT

- Understanding the Harvard Negotiation Model
- Difficult conversations as part of performance appraisal
 - Contracting, setting objectives
 - Discussing high performance
 - Discussing non-performance
 - Discussing personal development
 - Discussing career and talent management
- Difficult conversations: what and what not to do
- DVD's: Positive feedback (40 minutes)
Positive Discipline (40 minutes)
Constructive criticism (40 minutes)
- The value of difficult conversations
- Personal assessment of own preferred communication style
- Identifying personal development areas

PRACTICAL ACTIVITIES

- Personal assessment of own preferred style
- DVD demonstrations
- Role plays
- Group discussions and action plans

TARGET GROUP

All management levels

DURATION

2 days