

MANAGING DIFFICULT CONVERSATIONS

Duration: 2 days

Objective

To equip delegates with the skills needed to conduct 'difficult conversations' (e.g. performance discussions; grievances; interpersonal conflict) in a productive way.

Design

- Understanding the dynamics of difficult conversations
- 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 to do and what not to do
- Video clips
 - Positive feedback
 - Positive discipline
 - Constructive criticism
- The value of difficult conversations
- Personal assessment of own preferred communication style
- Identifying personal development areas
- Utilising a valuable template to develop own skills
- Group discussions and action plans

Target group

All levels of management.

