



CHALLENGING CONVERSATIONS IN THE WORKPLACE

COURSE OVERVIEW

With this course, you'll be able to recognize and plan for these conversations and manage them. The conversation will also give you the opportunity to practice using specific language and tone to address emotional or difficult behaviors.

COURSE IS IDEAL FOR

Emerging leaders, existing leaders, people with direct or indirect reporting lines and people who wish to provide feedback in a more helpful way.

LEARNING OUTCOMES

- Interact with employees at all levels of the organisation.
- A positive outcome can be achieved by recognising and managing difficult behaviors.
- Prior to providing feedback, make sure you plan and prepare effectively.
- Be able to provide structured, clear, concise, constructive, timely feedback with confidence.
- Gain agreement and commitment by listening and questioning effectively.
- Ensure you get the best results from difficult conversations by dealing with high emotions.

TRAINING INCLUSIONS

- Certificate of attendance
- Digital training Manual, activities and resources
- Live recorded session copy (virtual training only)
- Access to online peer mentoring group
- 24/7 access to your personalised client platform

Virtual - Training requirements

- working computer with microphone and speaker
- up to date web browser

TOPICS COVERED IN THIS COURSE

Your personal feedback skills

What is effective feedback, why people avoid it, and how to deal with crucial conversations?

Give or get

Differentiating positive feedback from destructive feedback.

Recognizing difficult behavior

Explore how you react and respond to specific difficult behaviors.

Managing difficult behaviors

By using assertiveness, you can express your thoughts, feelings, and needs in a non-threatening and open manner.

The ladder of inference

Learn what steps can lead you to jump to incorrect conclusions.

Emotional intelligence

Get to know your brain's various functions and how thoughts, emotions, and information are processed in order to make better decisions.

The power of words

What you need to say in difficult conversations in order to achieve the best results.

Communication techniques for feedback

Communicating effectively.

Effective listening

Determine the advantages and disadvantages of four listening response patterns.

Effective questions

Getting the best results from open questions.

Constructive feedback techniques

Making use of a variety of feedback techniques to suit the situation at hand.

Dealing with high emotions

Being sensitive to people's emotions is the biggest challenge in dealing with difficult behaviors.

Using your voice

When dealing with a difficult situation, it is important to use an appropriate tone.