

# Managing Difficult Conversations

## Objectives

This interactive workshop will equip managers with the necessary confidence, knowledge and skills to engage positive and motivational dialogue within challenging situation where a productive and focused outcome is needed.

## What is it about and what will it do?

This 1-day workshop is for leaders and managers, supervisors and team members who have to conduct challenging conversations with staff, perhaps about their behaviour, results, or actions.

## Who is it for?

Managers who want to develop the skills needed to run people 'effective' meetings.

## Outline content

- What is a difficult conversation, and why does it happen
- Preparing for a difficult conversation
- Having the right mindset
- Creating the right atmosphere
- Understanding the profile of the person concerned
- When difficult conversations go badly - why
- Developing, increasing and agreeing improvements
- Coping with comments and criticism
- Giving the unwelcome messages – the communication, the behaviour

