

DIFFICULT CONVERSATIONS IN THE WORKPLACE



LEARNING OUTCOMES

- Manage workplace interactions up, down and across organisations.
- Recognise and manage difficult behaviours to achieve a positive outcome.
- Plan and prepare effectively prior to delivering feedback.
- Confidently provide structured, clear, concise, constructive and timely feedback.
- Use effective listening and questioning skills to gain agreement and commitment.
- Learn how to deal with high emotions during crucial conversations and frame up difficult conversations to get the best results.

COURSE OVERVIEW

This course will give you confidence to recognise, plan for and manage these conversations. You will also be given the opportunity to practise using specific language and tone to overcome emotional or difficult behaviours during the conversation.

THIS 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.

TOPICS COVERED IN THIS COURSE

Your personal feedback skills

Learn what effective feedback looks like, why people avoid it, and strategies you can use in crucial conversations.

Give or get

The difference between positive and destructive feedback.

Recognising difficult behaviour

Explore specific difficult behaviours and how you as an individual respond.

Managing difficult behaviours

Using assertiveness to express your feelings, needs and wants in an open and non-threatening way.

The ladder of inference

Understand the thinking steps that can lead you to jump to wrong conclusions.

Emotional intelligence

Understand the different functions of your brain and where emotions, thoughts and information are processed.

Communication techniques for feedback

Understanding the communication process.

Effective listening

Examine four listening response patterns and determine their advantages and disadvantages.

Effective questions

How to ask open questions to get the best results.

Constructive feedback techniques

Using a range of feedback techniques and matching them to the situation.

Dealing with high emotions

The hardest part of dealing with difficult behaviours is dealing with people's emotions.

Using your voice

How using the appropriate tone can help calm a difficult situation.

The power of words

How to frame up difficult conversations to get the best results.