



Difficult Conversations

HR, Leadership and Team Management Skills



Introduction

Performance issues, private matters impacting on the workplace, ill health, hygiene and attitude are just a few of the uncomfortable topics that business leaders have to tackle. But how do we best approach these conversations? And how do we achieve a positive outcome without alienating the individual?

In this session delegates will work on practical examples based on a simple process, which will ensure a successful difficult conversation.



Course Duration

SSG offer this module as part of a full or half day course which can be delivered as a classroom or virtual course.



Course Attendees

This course is suitable for employees at all levels including SME owners, directors, senior managers, team leaders, supervisors and employee representatives.



Course Programme

- Identifying the challenge
- Quick adjustment process – the theory
- Practical exercises

On completion of the course delegates will be able to:

- Understand why we find it difficult to hold certain conversations
- Appreciate the different types of conversations they may find difficult
- Follow a simple process to ensure these conversations are held successfully
- Benefit from having practised these steps in a safe, engaging and fun environment



Training Certification and Assessment

Following successful completion of training, SSG course attendance certificates will be issued which are valid for three years. It is recommended that certification is renewed every three years to ensure those persons responsible are kept up to date with best practices.



Suggested Follow on and Complementary Courses

This module can be combined with other subjects for a half or full day course. Please contact our Customer Service team for more information.