

Managing Difficult Conversations at Work

Half Day Course, £65 – flexible dates in 2016

Course Overview

Having difficult conversations is one of the most important but challenging aspects of management. This workshop will develop your confidence and skills in having difficult conversations in a timely and sensitive manner.

Aims and Objectives

This practical half day workshop will develop your confidence in having difficult conversations at work. It will identify the benefits that having difficult conversations can bring to you as an individual, your colleagues and people who use services. You will learn how to manage a wide range of difficult conversations and keep important relationships intact.

At the end of the workshop you will:

- Understand how to prepare for, hold and reflect upon a difficult conversation.
- Gain an enhanced ability to recognise and overcome the barriers and fears around having a difficult conversation.
- Manage strong emotions and assertively challenge negative or destructive attitudes or behaviours

Workshop Summary

09:15 Arrival and Registration

09:30 Benefits and Barriers to Difficult Conversations

10:00 Dynamics of Difficult Conversations

10:30 Skills for Having Successful Difficult Conversations

10:45 Tea and Coffee Break

11:00 Preparing for a Difficult Conversation

11:30 How to Manage the Range of Responses to Difficult Conversation

12:00 Difficult Conversation Scenarios and Role Plays

12:50 Summing Up

13:00 Workshop Close

Contact and booking details: Pivotal HR | 020 7274 2277 | Andrew@pivotalhr.co.uk
www.pivotalhr.co.uk