

# MANAGING DIFFICULT CONVERSATIONS

1 DAY PROGRAM



## OVERVIEW

A key leadership responsibility is to manage individual performance to ensure team goals are achieved. Many leaders can delay initiating conversations about performance issues, fearing the situation may hurt feelings, provoke resistance or lead to conflict. Delaying these conversations can have a significant impact on team relationships, morale and productivity.

This workshop focuses on how to plan, prepare and conduct difficult conversations, to give you the best chance of a constructive outcome that strengthens relationships. Participants learn strategies to deal with emotions, give feedback clearly and sensitively and collaborate with your team member to find a solution and create a workable action plan



## OBJECTIVES

- Prepare for a difficult conversation addressing performance
- Manage your own and others' emotions
- Follow a logical step by step approach to conducting the conversation
- Strengthen your active listening skills
- Deliver feedback constructively
- Collaborate to resolve the issue
- Formalise agreements into a series of commitments and action plan

## TO BOOK THIS PROGRAM OR DESIGN YOUR OWN...



Phone  
**1300 709 925**



Website  
visit [www.wrenlearning.com.au](http://www.wrenlearning.com.au)  
for other programs



Email  
**bookings@wrenlearning.com.au**

