



Communicating Effectively in Challenging Times

Workshop Duration: 1 Day

Facilitation in English

Workshop Description

We've all had them at one time or another – those difficult conversations at work. They can be challenging and uncomfortable, yet are a necessary part of your job as a manager. The worst thing you can do is to try and avoid them.

In challenging times, there are situations when it is your role to deliver potentially bad news. When doing so, it is important to handle these conversations effectively to avoid or minimize the damage to office morale, productivity, engagement and the overall effectiveness of your organization.

This workshop is designed to help you lead and communicate effectively in challenging times. You will learn how employees and the workplace are affected by workforce adjustments and strategies to address them. You will explore techniques you can use to help you deal with employees who are angry, unmotivated or feeling insecure and you will gain knowledge on how to successfully lead your team through this process of change.

Who Should Attend

Anyone in a management or leadership position

What You Will Learn

- The process to be well prepared for the critical conversation
- The steps to deliver bad news with empathy and respect
- Critical conversation planning
- Techniques to use when facing emotional reactions
- Key leadership elements that will motivate the remaining employees
- The 4 phases of change management
- Strategies to promote and manage change

Workshop Topics

- Workshop objectives
- Ground rules
- The Work Force Adjustment (WFA) plan
- Talent management cycle
- Leadership during challenging times
- 3 Phases of presenting difficult situations
- Potential employee reactions and strategies to address them
- Dealing with anger
- The impact of bad news on Maslow's hierarchy of needs
- How to motivate employees after layoffs
- Change management process – at the organizational level
- Change management process – at the individual level
- Strategies to promote change
- Individual development plan



Interactive Learning

This workshop is highly interactive, with participants having the opportunity to manage and personalize their learning, through a variety of exercises and activities, including:

- Role-plays (Work related situations)
- Team exercises
- Individual assessments
- Discussions
- Video clips
- PowerPoint presentation