



Holding Difficult Conversations

Workshop Duration: 1/2 Day

Facilitation in English (aussi disponible en français)

Workshop Description

One of the most important skills for a leader to have is to conduct difficult conversations with employees effectively. This workshop will provide key tools to handle it successfully.

Workshop Objectives

- Learn techniques and strategies to alleviate negative reactions
- Understand key elements of effective feedback
- Be better prepared for the conversation

Workshop Agenda

- Introduction
- Getting ready
 - Difficult conversation worksheet
 - Key questions to answer
 - The clarity of the situation
 - The right state of mind
- Holding a critical conversation
 - Announcing bad news
 - Delivering difficult decisions
 - Employee termination
 - Serious reprimands
- Steps to provide feedback when stakes are high
- Technique to avoid communication breakdowns
- Addressing emotional reactions and anger
- Saving dignity and self-esteem
- 10 tips to make the conversion easier
- Final words – Surviving the conversation!
- Individual development plan

