



We Need to Talk: How to Deliver Negative Feedback

Workshop Duration: 1 Day

Facilitation in English

Workshop Description

Although most of our communications with managers, team members or clients are trouble-free, there will from time to time be a need to address difficult issues that affect projects, people and process. These difficult conversations may cause us stress and anxiety. No matter how experienced and competent we are in our jobs, if we don't handle these challenging communications effectively the result will be to disrupt our normally productive working relationships. This workshop explores helpful strategies so that you feel confident in navigating a difficult conversation successfully.

The workshop is interactive and fun and enables you to explore some powerful techniques.

Who Should Attend

Managers, team leaders, supervisors, customer service representatives, client relations assistants and professionals who would like to learn how to navigate difficult conversations successfully.

What You Will Learn

- How to identify conflict early on and limit the damage to the working relationship
- Analyse the nature of the conflict and identify intense feelings on both sides – yours and theirs
- How to use active listening to validate and defuse intense emotions
- How to prepare for and navigate a difficult conversation
- How to maintain a working relationship during a period of conflict
- How to manage yourself throughout the process

At the end of this workshop, you will be equipped to:

- Identify what makes a conversation difficult for you
- Identify patterns and common trends in difficult conversations
- How to develop a mindset of mediation
- Apply a four-step framework for navigating difficult conversations effectively
- Manage yourself throughout the process

