

Courageous Conversations

Managers are frequently under-confident about tackling staff on issues that may be judged 'sensitive'. When not handled with clarity and confidence, discussions that centre on performance, attendance or timekeeping, or more intimate matters like behaviour or even personal hygiene can create unnecessary tensions with the result that things can get worse, not better.

Courageous Conversations has grown out of our experience in supporting managers who need to tackle such topics in a productive, fair and balanced way, and be sure of getting the results they need. Striking the right note of respectful concern for the employee, personally and professionally, while addressing the job performance or other issues directly can be challenging. This experiential workshop will enhance managers' skills enabling them to act with greater confidence, set goals for their conversations and respectfully follow-through with staff. This will help to reduce the risk of misunderstanding, confrontation or grievance and will also encourage more collaborative relationships.

content

- How effective conversations build productive relationships and minimise stress
- One-to-one conversations – assumptions and fears
- The framework for effective conversations
- When managers must tackle sensitive issues

- Planning the meeting with the employee
- Setting and maintaining boundaries
- Deciding on outcomes and goals
- Listening skills, summarising, framing the response
- The productive use of language
- Monitoring and follow-through
- Common pitfalls and traps to avoid
- Review and action planning
- Communication in sensitive situations
- Giving news, 'good' or 'bad', feedback and comment
- Setting the scene and following through

objectives

Greater understanding of the importance of one-to-one relationships at work

Skillfulness in a framework for safe and effective conversations

Greater confidence when tackling sensitive issues or difficult topics with staff and colleagues

More collaborative working to avoid resistance and improved outcomes

A solution focused structure that will improve results