

Managing Difficult Conversations

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This course considers the practical skills needed to communicate effectively with your team. This will be achieved by analysing three main skills including; positive communications, assertion and feedback skills. For each of these areas participants will be given scenarios and various good practice strategies and finally, be asked to apply these into their own working situation.

Part 1

9.30-10.45

- Welcome
- Understanding why difficulties occur:
 - ✓ What makes people tick?
 - ✓ When communications include feedback issues

Break: 10.45-11.00

Part 2

11.00-12.30

- Strategies for:
 - ✓ Passive-aggressive people who are damaging team dynamics
 - ✓ Know-alls who are never wrong
 - ✓ Negativists who demotivate
 - ✓ Overfamiliar or friendly staff who make it hard for you to manage
 - ✓ Staff who blame others
 - ✓ [Do you have any others?](#)
- Questions and answer
- Evaluations