Do you dread having tough conversations?

Most managers and supervisors dread tough conversations. It may be delivering bad news, providing sensitive feedback or addressing underperformance.

Unfortunately, avoiding these conversations tends to lead to a vicious cycle. The longer the problem is left unchecked, the worse it becomes and this, in turn, increases the anxiety about initiating the conversation.

However, there is no need to suffer any longer. The ability to have a tough conversation is a fundamental skill for any manager. The good news is that this skill can be learnt.

This half day course provides simple, yet extremely effective, tools and strategies for tackling tough conversations. Using these strategies, tough conversations become an opportunity to enhance relationships in the workplace rather than something to be feared.

Course content:

• When and why?
• Common mistakes
• Importance of safety
• Conversation frameworks

At the end of this course you will be able to:

• Have explored the type of scenarios that necessitate tough conversations in workplaces.
• Understand common communication roadblocks that can derail a tough conversation.
• Be aware of the importance of taking a strategic approach to tough conversations.
• Be provided with two robust frameworks for planning and initiating tough conversations.

I can use the strategies discussed today to help me with difficult conversations.

Tips for Tackling Tough Conversations

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Recommended for:
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