



It's Time to Talk – Courageous Conversations

1 day course

As line managers and HR professionals there are going to be occasions when you know you need to tackle an issue with an employee, but the thought of doing so is uncomfortable. Whether it be an issue with performance, conduct or personal issues, delivering the right message is crucial to not damage employment relationships. Although managers often have no problem identifying that there is a problem and knowing it needs to be addressed, all too often it is avoided and brushed under the carpet. However, we all know what happens – it festers until it can no longer be ignored and then the problem is much harder to deal with.

Imagine if you had the skills, training and confidence to give you the best possible chance of resolving situations; to find the answers to issues that you thought were irreversible. Wouldn't that be an investment in time worth spending?

Style of delivery

This course is for anyone involved in managing people, whether supervisors, team leaders, line managers, senior managers or HR professionals. The course is interactive, and will look at practical, real-life scenarios. There will be plenty of opportunity to discuss the handling of difficult situations and conversations, and a chance to test out the new skills that you acquire. During the course, we use case studies and participants' own examples to look at how best to tackle those conversations, and to establish the desired outcomes.

Content

The course will give participants the opportunity to:

- Appreciate the types of issues that lead to the need for a courageous conversation
- Understand why we avoid having these conversations, and the true cost of avoiding them
- Establish what are the behaviours that make "difficult" employees "difficult"
- Gain an understanding of how we react to situations, through an introduction to "emotional intelligence"
- Consider techniques for having difficult conversations, and test some of these out.

**To find out more or to book this course for your team, call us on
01536 215240 or email emma@gatewayhr.com**