

Skills and Training



Having Difficult Conversations

Course Content

The standard you walk past, is the standard you accept.

This workshop aims to provide supervisors, managers and leaders with the knowledge and skills to have difficult conversations in the workplace:

- Understanding the communication process
- Using empathy to adapt your message
- Feedback versus information
- Common mistakes when having difficult conversations
- Six steps to having a difficult conversation
- Bullying versus performance management

Learning Outcomes

- Understand communication styles
- Adapting the message to suit the audience
- Increased confidence to address issues
- Structured approach to holding discussions
- A Personal Action Plan

Who should attend?

This course is designed for managers, team leaders and supervisors who are responsible for allocating work and supervising employees

Delivery Information

Duration: 2 hours

Locations: State-wide

Investment

\$175 TCCI member

\$260 non-member

More Information?

Call 1300 559 122 today to discuss your training needs including on-site or customised delivery, or email

training@tcci.com.au