

Course Template for Associates

Name of Trainer:	Maria Smart
Course Title:	Handling difficult conversations/Handling and preventing problems with people
Overall purpose:	<p>Most managers will have experienced having to talk to a member of staff about poor timekeeping, irregular attendance, bullying, or even performance issues. What most will have in common is that no one truly enjoys having these 'difficult' conversations with their staff. Some will avoid having the conversation and cross their fingers that the issue goes away. Unfortunately it is highly unlikely that the problem will disappear and so it remains unresolved and often results in loss of productivity, poor morale and can be disruptive.</p> <p>This is an interactive course designed to help delegates gain the confidence to deal with matters promptly. We concentrate on preparation, questioning and listening techniques and provide the opportunity to practice in a safe environment, both one to one and in groups.</p>
Key Outcomes:	<ul style="list-style-type: none"> • Understand the benefits of intervention at an early stage • Understand key skills required such as active listening, questioning techniques • Understand the importance of planning • Have developed confidence in dealing with intervention •
Course outline (What will be covered)	<p>Definition</p> <p>Identify the difficult conversation Examples - from within the group</p> <p>Pitfalls and Benefits</p> <p>Pitfalls of ignoring situation and difficult conversation Benefits of holding conversation</p> <p>Skills</p> <p>Identify and the discuss skills required: Listening, questioning techniques, preparation</p> <p>Practical listening and questioning exercises - in pairs</p> <p>'Real Plays'</p> <p>Group 'real' play - prepare and carry out difficult conversation, have the safety of the group, offers time out if things do not go as planned. This provides a safe environment in which to practice skills required</p>
Audience: (i.e. who should attend: senior managers, middle mangers, supervisors or	Beneficial for anyone with managerial/supervisory responsibilities

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support staff, etc?)																						
Maximum number of delegates:	18																					
Duration: (i.e. Espresso, half day, or full day – how many days if full day?)	Can be run as half or full day. The full day would cover specific areas i.e. if business had reoccurring scenarios such as bullying/harassment. Or alternatively you could run this course as a half day and link it to a half day effective listening course																					
Materials Required: (e.g. handouts, supporting material, space for notes & reflection, & exercises, work books, pens, toys, etc?)	Handouts, pens,																					
Delivery method: (i.e. is the workshop highly participative, etc?)	<p>Please tick if the following will be included & add any details if required:</p> <table border="1"> <thead> <tr> <th>Approach</th> <th>Yes</th> <th>No</th> </tr> </thead> <tbody> <tr> <td>Trainer input</td> <td>Y</td> <td></td> </tr> <tr> <td>Case studies</td> <td>Y</td> <td></td> </tr> <tr> <td>Observation & critique of DVD drama</td> <td>N</td> <td></td> </tr> <tr> <td>Quizzes</td> <td>Y</td> <td></td> </tr> <tr> <td>Group Work</td> <td>Y</td> <td></td> </tr> <tr> <td>Individual reflection & general discussion</td> <td>Y</td> <td></td> </tr> </tbody> </table>	Approach	Yes	No	Trainer input	Y		Case studies	Y		Observation & critique of DVD drama	N		Quizzes	Y		Group Work	Y		Individual reflection & general discussion	Y	
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<p>Format of delivery</p> <p>(Please specify type of delivery i.e. one to one coaching; group coaching; group training; on the job training; e-learning, etc.)</p>	<p>Group</p>