

Crucial Conversations

For all managers, supervisors or those in an HR role, who want to enhance their skills and confidence in handling 'crucial conversations' | **1 day**

A crucial conversation is a discussion between two or more people where the need for the discussion and likely emotions are high, and there is potential for negative consequences and ongoing disagreement if not properly dealt with.

Many supervisors and managers put off having a necessary crucial conversation (perhaps because of a fear of 'opening a can of worms' and relationship breakdown, or lacking the confidence to do it) and hope the need for it will disappear in time. Unfortunately, this typically doesn't happen – the situation often becomes worse, and customer service, team morale, team/leader performance can all suffer if they are not carried out in a timely, effective manner.

This training is designed to provide participants with the necessary knowledge, skills and self-confidence to carry out timely, effective crucial conversations.

Participants will be able to have 'crucial' conversations in areas such as dealing with misconduct, under-performance or challenging staff. They will do this primarily through practicing *empassertiveness* and good communication skills, while managing the issue, the other party's emotions and their own emotions, and also following organisational protocol and procedures.

Objectives

On completion of the training, participants will know how to:

- Properly prepare for, manage and follow up after a crucial conversation
- Understand the importance of having timely, effective crucial conversations
- Be *empassertive* and use assertiveness techniques as appropriate
- Apply key ingredients for constructive feedback and good communication
- Effectively manage the issue, their emotions and the other party's emotions

Key Content

- What are crucial conversations? What types are there?
- The challenges and benefits of crucial conversations
- Planning for the crucial conversation
- Conducting the crucial conversation
- Follow-through after the conversation
- Key ingredients of constructive feedback
- Being *empassertive*: practicing empathy/assertiveness
- Key assertiveness techniques
- Vital communication skills
- Managing your emotions
- Managing their emotions
- Managing the issue
- Skills practice