

LEAD CHALLENGING CONVERSATIONS COURSE

"Your success is based on how many uncomfortable conversations you're willing to have"
Tim Ferris



OVERVIEW

This course gives people a practical approach to carrying out challenging or "difficult" conversations in an assertive and effective way.

The terms "challenging conversations" and "difficult conversations" refer to workplace conversations which are potentially highly emotionally charged where people have to manage both emotions and information in a sensitive way. These conversations might be with team members, other managers, customers or stakeholders. Leaders have to be able to deal with these situations in a professional way and not delay or avoid having conversations because of emotional difficulty. This course focuses on the practical steps leaders should take to obtain the best outcomes from these difficult conversations.

WHO IS THIS COURSE SUITABLE FOR?

This course is designed for managers and supervisors who may have to hold challenging conversations.

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COURSE CONTENT

SESSION	KEY LEARNING CONTENT
Manage challenging conversations	<ul style="list-style-type: none">- Situations where challenging conversations might arise with team members, other managers, customers and stakeholders- Overcome reluctance to engage in challenging conversations- Why you should take action as soon as possible- The stages involved in managing a challenging conversation
Research the issue and plan the conversation	<ul style="list-style-type: none">- Never engage without having your facts checked- What you need to research- Accuracy and validity- Understand different viewpoints- Be clear on the standards required in your organisation- Be clear on relevant policies and procedures in your organisation- Set objectives and plans for the conversation
Apply emotional intelligence	<ul style="list-style-type: none">- Value the importance of emotional intelligence in a challenging conversation- Understand and manage your own emotions- Understand and deal with, as far as appropriate, the emotions of the other party
Manage the conversation	<ul style="list-style-type: none">- Maintain control of the meeting- Focus on solutions rather than personalities- Ensure clear communication from both parties- Use focused listening and questioning skills- Guide the conversation towards positive outcomes and agreed actions
Follow up the conversation	<ul style="list-style-type: none">- Document discussions, agreements and outcomes- Take appropriate follow up action

HOW THIS COURSE DRIVES RESULTS

- Reduce the chance of a situation becoming out of control and escalating due to delay
- Provide managers with a toolkit to help maintain the standard of required performance
- Provide managers with a framework for manage challenging conversations confidently and professionally

GROUP DELIVERY OPTIONS:

- Half day face to face OR
- 2 x 90 sessions delivered via Zoom or other video platform

INDIVIDUAL DELIVERY OPTIONS:

- This course is available as a course by coaching.
Contact FMI for more details

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CUSTOMISED COURSES

FMI is able to design a bespoke training course specifically for your organisation.

FMI's team has extensive experience designing courses and programs for clients across a range of industries and for a range of purposes.



FMI can develop workshops, course materials and activities that are designed to meet your objectives. In addition to tailoring content, FMI can design assessment tools and projects.

These programs can be aligned with role descriptions, performance management systems, capability frameworks and other key learning and development standards and programs that the organisation has in place.

FMI is able to customise the program so that it can be presented as an in-house program with your organisation's branding and specific content such as a graduate entry program. Programs can be delivered by FMI or by someone from within your organisation.

FMI can provide capability overviews for each of the modules for your review. Please contact FMI to discuss which modules are appropriate for your management teams

MORE INFORMATION

Reading an overview is often not enough to make a decision about whether that course or program is suitable for you, your team or organisation. Please contact us to discuss your specific challenges, development needs and strategic initiatives. We can advise you on suitable learning and development solutions, even if it includes courses, programs or services not included in our catalogue.

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ABOUT FMI

The Frontline Management Institute (FMI) uses a practical, work based approach to deliver high quality, engaging and flexible management training and coaching that drives results for managers, their teams and their organisations.

With over 20 years' experience designing and delivering, FMI has helped thousands of managers and leaders to raise their standard of work whilst also ensuring organisations achieve a healthy return on investment. We have worked across many sectors including construction, infrastructure, resources, energy, community, health, consumer products and services, government and public services, financial services, technology, media and communications, transport and logistics. We work with people across a range of levels of experience and seniority including:

- Managers and leaders
- Frontline managers
- Team leaders and supervisors
- New managers
- New supervisors and team leaders
- Teams and team members

ENQUIRIES AND BOOKINGS

For more information please contact our friendly team and we will be happy to discuss with you.

Phone: +61 2 9660 0199

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Lead Challenging Conversations Short Course

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