

Handling Difficult Conversations

Identity Leader Development



1 Day Workshop

- **Scenario Role Plays**
Specially designed scenarios to improve your skills in handling difficult or sensitive conversations.
- **Awareness Body Language**
Examples of facial expressions and gestures that are and are not appropriate to the discussion taking place.
- **Kilmann Conflict Model**
Understanding all 5 approaches and the most appropriate and effective style for success.
- **Handling Employee Reactions**
Learning all possible employee reactions and knowing which strategy works best in each case.

Learning to approach difficult conversations in an effective and empathetic way.

Sometimes when leading a team, we may have to have a frank discussion with a team member for one of any number of reasons. In developing high performance teams and maintaining morale in the organisation, the old proverb “A stitch in time, saves nine”, is appropriate. Putting off these conversations can make things more difficult in the long run. We run the risk of team members losing confidence in our leadership abilities and losing faith in the organisation’s values and culture if we do not tackle these discussions promptly and professionally.

Whether you are new to a managerial position or you are an experienced team leader, participating in this course will provide you with insight and new skills to handle conversations with team members effectively and empathetically.

Contact us today to discuss availability and prices.

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