



Managing difficult conversations

Managing the performance of individuals within the team can be challenging. The pressures of delivery can mean that difficult conversations are put off. This module not only provides a framework for dealing with those tough conversations about changes, performance or conduct, but also helps the leader to catch up on conversations that should have been had before.

Around 2 hours • Face-to-face or virtual • Typically 4-15 participants • Supported by course notes • Interactive

Key course elements

What makes a conversation ‘difficult’?

- The factors that influence a difficult conversation
- Managing our perception of the situation – framing things positively

Preparing for a difficult conversation

- Practical tips to help with preparation and planning
- Ensuring that the conversation is well-grounded

DELIA – the Framework for a difficult conversation

- 5-stage structure for difficult conversations to achieve the best outcome

Dealing with emotional responses

- Tips on managing denial, anger and despair

Building for the future

- Following up with the individual
- Consistency of management behaviour
- Ensuring that any consequences are outlined and invoked as required

Participants will learn to...

- Explain why they may feel apprehensive about a difficult conversation
- Describe the preparation required for a difficult conversation
- Define the purpose and intention of the conversation
- Apply a framework to structure a difficult conversation
- Recognise the emotional responses which might occur
- Gain commitment to action and put in place follow-up processes



“Brilliant interactive training session. Really useful suggestions on how to handle myself and a potential difficult situation. Many thanks”

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