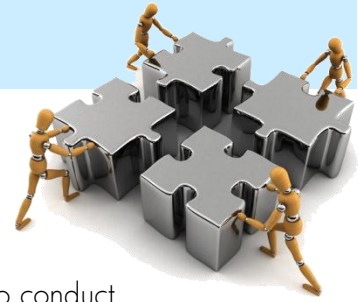


# Practising Those Awkward Management Conversations

xceedtraining



Many of the concerns that managers have about conducting awkward conversations stem from a doubt about their ability to remain in control or a fear of the later allegation of unfairness. These concerns are primarily about the skills involved rather than simply an understanding of the procedural principals. This course is aimed at managers who are expected to conduct awkward conversations as part of their responsibility by providing them with a toolkit of ethical management skills and a structured approach for dealing with absence, conduct, behaviour, performance etc.

By the end of the course, participants will be able to:

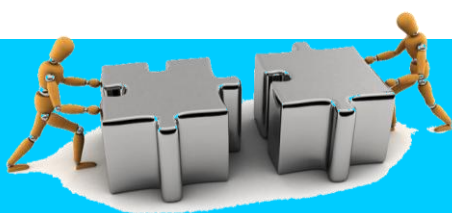
- See the importance of quick action before the issue escalates
- Structure and holding fair and effective conversations
- Ask appropriate questions
- Keep control during the conversation
- Handle difficult situations
- Take appropriate follow up action

## Course Outline

- Planning the structure for an awkward management conversation that is fair and effective
- Preparing your opening lines
- Questioning and listening skills; asking effective questions
- Different types of questions to ask
- How to answer difficult questions
- Techniques to retain control and ensure progression during the conversation
- Probing for detail and clarifying vague or incomplete information
- Handling answers and information that is contradictory
- How to handle people that will not speak
- Summarising to gain understanding
- Keeping notes and records
- Closing the interview
- Deciding on follow- up actions
- Practical tasks including conducting and awkward management conversations

## Duration

1 day



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