

Management Course: Difficult Conversations and Friendlier Workplaces

INTRODUCTION



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Course Aim

To give you the knowledge and understanding to enable you to create a friendlier workplace and so manage difficult conversations with colleagues and employees.



Course Approach

The course is split into different modules

- The first modules concentrate on creating a friendlier workplace
- The later modules concentrate on how to manage common difficult conversations effectively and appropriately

The topics are linked

- You can clearly see how creating a friendlier workplace will have a positive impact on your ability to manage difficult conversations about sensitive topics

Roleplays will be used to demonstrate key points.



Course Content

Management
Styles

Employee
Engagement –
What Is It?

Employee
Engagement –
Why Bother?

Employee
Engagement –
How To Do It

Emotions And
Motivation

Difficult
Conversations
And Sensitive
Topics – In
Work Issues

Difficult
Conversations
And Sensitive
Topics – Out
Of Work
Issues

