



Shropshire HR Training

Having Difficult Conversations

Course Duration

3.5 hours - face-to-face workshop

Cost

£75

Course Overview

Having conversations to address misconduct and underperformance can be one of the most challenging aspects of managing a team.

This session aims to equip managers with the practical skills and confidence to have conversations with employees to tackle poor performance and inappropriate behaviour.

- The importance of tackling difficult conversations
- How to prepare and plan for holding 'adult to adult' conversations
- How to tackle inappropriate and undesirable behaviour whilst maintaining effective working relationships
- Practical skills and assertive behaviours
- The appropriate steps to take should initial conversations fail to achieve desired outcomes

Who is this course for?

This course is for managers, supervisors, and team leaders who need to address performance management issues and challenging behaviours in the workplace.

It's suitable for those new to people management or managers who want a refresher and update on good practice.

Booking

Please email shropshirehr@shropshire.gov.uk for further information and to book your place.

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