



for more information call
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Managing Difficult Conversations

Delivering Difficult Messages

This programme is designed to support managers when addressing performance or personality issues that are not serious enough to warrant formal procedures but are sufficiently disruptive to affect team performance.

The programme is highly engaging, practical and pragmatic requiring participants to be fully involved throughout.

As a result of this development programme participants will:

- Gain an understanding of how personal attitudes and beliefs affect behaviour
- Learn how to adapt personal style when holding difficult conversations
- Understand the importance of questioning to tease out the real issues
- Develop the skill of active listening
- Recognise the importance of providing objective feedback supported by evidence and examples when appropriate
- Understand aspects of NLP that will make people feel more at ease when holding a difficult conversation
- Have practiced holding a number of difficult conversations
- Develop a set of personal tools and templates that will enable them to be more effective when holding a difficult conversation.

A free message planning tool is available upon request via the [Contact Page](#) .

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