

Honest conversations – for managers

A unique 'flexinar' programme

Do you find that the conversations you need to have aren't always easy? Then this is the session for you!

You're optimistic about people management. You know honest conversations are the key to growth and improvement. You recognise the value of clear and open communication at all levels. You'd like to increase your skills and confidence in holding great feedback conversations. You could do with some practical techniques and ideas when managing others, whether things are going well or are a bit more of a challenge

Holding honest conversation is a skill that can be learned – now's your chance!

Learning objectives

- Understand the essential factors for holding honest conversations
- Identify how to provide and receive feedback with confidence and purpose
- Be able to handle the potential challenges of conflict and/or difficult emotions in yourself and others
- Learn tools, models and techniques that will help you hold an honest conversation with confidence

Format

A uniquely flexible virtual classroom session.

Design your own programme: focus on 'how to' topics, on tools and models, or best practice techniques and new ideas. Or pick 'n' mix as you prefer. Choose one numbered topic for a 45-minute session, two for 60 minutes, three for 90 minutes. If you want more topics, give us a call and we'll discuss the best way of structuring the session for you.

The 'Introduction' and 'Action planning' sessions come as standard to help participants identify what they need to do differently to improve their personal effectiveness.

'Flexinar' menu – **choose any three of the eleven numbered items to create your ideal programme.**

(The 'Introduction' and 'Action planning' sessions come as standard, whatever the session length.)

Introduction

- Thinking about our personal challenges
- Learning objectives

'How to' topics

- 1 Starting an honest conversation
- 2 Dealing with strong and/or negative emotions (in yourself and others) in a conversation

Tools and models

- 3 The IBICC feedback model
- 4 The conflict curve and dealing with conflict
- 5 A theory and model of excellent communication
- 6 1-2-1 meeting model
- 7 Ladder of accountability

Best practice techniques, tips and new ideas

- 8 Manager skills and behaviours for providing skilled feedback
- 9 'Fierce conversations' (Susan Scott) and how to make them happen
- 10 Structuring an effective performance conversation
- 11 Guidance and tips on holding honest conversations that work

Action planning

- Review
- Personal action planning