

Holding a Difficult Conversation

New Manager's Series

A difficult conversation could be about giving bad news or hearing it, either way, it can be hard to manage it in a way that helps both of you.

Managing is about not shying away from the hard parts but stepping up to the plate.

This module will make it easier for you to take that step and come out on the other side unscathed.

To be able to do this is the true mark of a manager and leader. And it is remarkable simple when you know how.

This module prepares all new managers for the first difficult conversation they are going to have. We look at conflict handling styles and natural tendencies towards conflict. As we do this we engage you in an experience that leads you to your own conclusions about what you need to still develop in order to hold successful difficult conversations.

Topics included in this module:

Understanding my own view on conflict

Taking time to reflect on why conflict exists

Managing a conflict culture

Personal preparation for a difficult conversation

Tools you can use successfully in the conversation

Decisions: Managing conflict away or managing it out

Introduction to a plan to handle a conversation

Information:

3 hours
Certificate of Attendance
Comprehensive Reference Guide
Personal Implementation Workbook
Free subscription to CTD News, Tools and Tips

This module is part of the 'New Manager's Series' and can be combined with other modules for an in-house training intervention from 2 – 4 days.

Stepping Up To The Plate | **Building Confidence, Building Relationships** | **Planning and Implementing** | **Manage Myself and I manage My Team** | **Setting Boundaries, Consequences and Goals** | **Creating a Team** | **Managing Performance – An Introduction** | **Coaching Performance – An Introduction** | **Holding a Difficult Conversation**

Contact us : 011 431 4359, ctdinfo@ctd.co.za