



22/01/2020 09:30 - 12:30

Title: Handling difficult cases and conversations

Venue: DBS Managed Offices Glenfield (CR18 - Conference Room 18), The Old Rectory, Main Street, Glenfield, Leicester, LE3 8DG

Trainer: Strategic HR Services

Human Resources

Handling difficult cases and conversations

This course will provide you with practical and effective techniques to conduct and manage difficult cases and conversations with staff.

Outline

One of the most challenging parts of managing performance is initiating conversations around sensitive topics. Being able to tackle contentious issues in a balanced, calm and consistent way is a valued skill in all areas of working life. In a workplace context these skills can help promote productive and engaged teams and a better managed workforce. School Leaders who avoid difficult conversations risk undermining their own position and potentially losing credibility with staff.

The course covers ways of addressing sensitive subject matters like emotional issues, resistance to criticism and poor performance. Immerse yourself in a safe environment where you will get hands on experience of how to manage discussions around a range of awkward subjects including personality clashes, discipline and conveying dismissal.

Description

Programme:

Face the problem

- What is a difficult conversation?
- When should I speak to the employee?

Prepare and plan in advance

- Gather information
- Check your policies
- Think about your approach and the outcome

Communication skills you will need

- Keeping in control
- Questioning and listening skills

Techniques you can use

- Body language and rapport

Structure the conversation

- Prepare your template
- Hold the conversation
- Solutions, follow up action and support.

Booking Information

Anyone wishing to attend this training course who do not buy into the strategic HR service are welcome to do so, subject to availability. Please e-mail; hrservices@leics.gov.uk for availability and costs.

If you have any questions regarding accessibility please contact LTS HR or DBS Glenfield directly.

Cancellation policy:

- 1) 100% refund 14 days or more before the course starts
- 2) 50% refund between 13 and 8 days before the course starts
- 3) 0% refund between 7 and 1 days before the course starts

Lunch is not provided, coffee/tea will be available.

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Code: HR-0120-T001

Price per booking: 55.00

Sign up deadline: 21/01/2020