



# Difficult Conversations

## Essential HR and Employment Law Training



### Introduction

Performance issues, private matters that have an impact on the workplace, ill health, hygiene and attitude are just a few of the uncomfortable subjects business leaders have to tackle. But how do we best approach these conversations? And how do we achieve a positive outcome without alienating the individual? In this session, we work on practical examples, based on a simple process, that will ensure a successful difficult conversation.



### Course Duration

SSG offer this module as part of a full or half day course.



### Who Should Attend

- SME Owners, Directors and Senior Managers
- Team Leaders and Supervisors
- Employee Representatives



### Course Programme

The course will be broken down into the following modules:

- Identifying the challenge
- Quick adjustment process – the theory
- Practical exercises (Don't worry, no role play involved)

On completion of the course delegates will be able to:

- Understand why we find it difficult to hold certain conversations
- Appreciate the different types of conversations they may find difficult
- Follow a simple process to ensure these conversations are held successfully
- Benefit from having practiced these steps in a safe, engaging and fun environment



## Certification and Assessment

Attendance certificates will be issued after course completion and are valid for three years. It is recommended that certification is renewed every three years to ensure that those persons responsible are kept up to date with best practices.



## Suggested Follow on and Complementary Courses

This module can be combined with other subjects for a half or full day course. Please contact our Customer Service Team for more information.