



TOUGH CONVERSATIONS IN THE WORKPLACE

Develop strategies to address performance and behavioural issues in the workplace and improve working relationships

COURSE OVERVIEW

Are you a leader or an enabler? In the workplace context, as a leader, you will be required to address poor performance and/ or behaviours with a team member. For some leaders, the thought of pulling someone up to have a tough conversation can be daunting. But enabling your team to get by with mediocre effort and results is not effective.

If you are in a leadership position and are struggling with results, if you are liked but not respected, if you are holding back from making the tough decisions, something has to change.

This eMatrix course will help you to understand the difference between behavioral issues and non-performance and develop strategies to plan, prepare, facilitate and follow up a tough conversation in the workplace.

LEARNING OUTCOMES

- Learn the difference between behavioural issues and non-performance
- Reflect on your leadership approach to poor performance or behaviour
- Understand the importance of having tough conversations
- Learn how your personality and behaviour can derail a tough conversation
- Find out at what point the preventative stage ends and the performance discussion begins
- Learn about the importance of following up after a tough conversation
- Clearly define expectations and structure your conversation accordingly.