

Handling Difficult Conversations & Managing Change - For Managers

- Open session- VIRTUAL



Duration: 3 hours | CourseCode: MANCHAN

COURSE AIMS:

Change, by its very nature, can be unsettling. Whilst people are worrying about change, they are less productive and may even be feeling disenfranchised or hostile. However, change is one of the few things we can rely on happening! The good news is that change can be communicated as a positive experience. When its dynamics are understood, conversations can be managed in a way that enables people to cope effectively. Handling difficult conversations and delivering difficult messages are critical to the success of your change initiatives.

COURSE PRE-REQUISITES:

This programme is for you if you want to be able deliver difficult messages in an effective and empathetic way in order to support people effectively during changing and challenging times.

COURSE AIMS:

- To understand people's reaction to Change
- How to plan & deliver a difficult conversation and support people effectively
- How to maintain engagement throughout the change process

COURSE OBJECTIVES:

On completion of this course delegates will be able to:

- Understand and apply the concepts around the Change Curve
- Understand the stages of the Change Process- understand people's reaction to change
- Understand how to communicate effectively when delivering a difficult message
- Demonstrate effective methods to deal with difficult conversations
- Understand the emotional consequences of change in order to build confidence in self and others so that the emotional fall out is managed well in order to maintain engagement
- Demonstrate essential skills and behaviours to enable better outcomes
- Identify areas of personal strength and areas for further development

For more information

Call: **0800 101 7101**

Email: **info@keytraining.co.uk**



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COURSE CONTENT:

Introduction and Objectives

How change affects organisations and people

- The reasons why change happens
- Looking at factors that bring change
- How change affects organisations and people
- People's attitude to change

Change and the Team

- Attitudes and behaviours
- The Change Curve
- Understanding what affects them personally and emotionally by demonstrating empathy
- Sense of being part of the change- WIIFM

Having difficult conversations

- Carrying out difficult conversations and delivering difficult messages
- Planning and delivering a difficult message well
- Preparation is key- PRO conversation model
- Confidence when communicating- honing your skills

Essential skills and behaviours when having a difficult conversation

- Listening and questioning techniques
- Giving and receiving feedback
- Developing assertiveness techniques
- Negotiating a realistic outcome
- Verbal and non-verbal communication

Survivor Syndrome

- Recognising that change and restructuring are part of our daily working lives
- Understand how people react to changes
- The job loss cycle
- Managing and supporting those who remain

Practical exercise using own examples

- Using the PRO model to prepare for a difficult conversation
- Working in triads – practice your conversation and get feedback from your peers

Action planning

Review of Programme

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