

# COURAGEOUS CONVERSATIONS & MANAGING PERFORMANCE



PREFERRED TRAINING NETWORKS



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Courageous Conversations and Managing Performance workshops are both highly popular. This course combines the two because courageous conversations are a critical part of managing performance effectively. They are also often the hardest part. Many people avoid conflict or delay difficult discussions.

This practical program provides a proven approach to managing performance and having tough conversations with confidence. Participants learn how to address sensitive issues early and give constructive feedback in a respectful and professional way. The workshop also explores common behaviours that reduce performance conversations or cause them to escalate unnecessarily. It focuses on improving accountability, raising standards and creating better workplace conversations.

## KEY COURSE CONTENT

- Map and plan a performance management session.
- Understand how to give and receive feedback.
- Anticipate reactions and be strategic.
- Build rapport even if it appears none exists.
- Fit your performance plans with your organisational objectives.
- Focus on behavioural and performance metrics.
- Embed an assertiveness culture.
- Be very specific about any desired changes.
- Understand what games people will play to 'widen the goalposts'.
- Correctly identify and label poor performance.
- Detail the benefits of making the change.
- Build self control into performance discussions.
- Set boundaries with staff.
- Use the GROW model to prevent misunderstandings of performance expectations.

## NUTS AND BOLTS



### Target Audience

Leaders, managers, team leaders, and employees



### Duration

Available as a full-day or half-day course



### Delivery

Available in-person at your organisation/venue, or virtual



### Group Size

Recommended 4 to 10 participants



### Resources

Participants receive a certificate of completion & opt for a free follow-up refresher course with the original trainer

## GET A QUICK QUOTE

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