

HAVING DIFFICULT CONVERSATIONS

Course Code: HDC



The ability to provide critical feedback to colleagues is crucial to the success of every business, yet too often managers and staff are not adequately prepared or trained in how to have these difficult conversations.

As a result, organisations may either avoid dealing with an issue for fear of getting it wrong (which may exacerbate the problem) or unwittingly provide feedback which is considered offensive and unfair, resulting in conflict and protracted workplace disputes.

Managers who attend this half-day programme will be provided with best practice guidance and resources regarding how to engage in critical conversations with colleagues. Attendees will also participate in a number of critical conversation scenarios which put the theory of having difficult conversations into workplace-based practice. This course also provides guidance for managers on how to teach staff to engage in constructive and respectful critical conversations at a peer-to-peer level.

With this information, organisations can act to encourage pro-active and productive interaction among staff at all levels, while mitigating the risk of workplace disputes arising out of misguided and inappropriate communication.

Learning Content

This half day session will cover the following topics:

- The Critical Conversation Framework
- Critical conversation skills for managers discussing performance, conduct or capacity
- Critical conversation skills for general dispute resolution
- Critical conversation skills for peer-to-peer interaction

Learning Outcomes

At the conclusion of this programme, participants will be able to:

- Explain the Critical Conversation Framework
- Apply the framework to an interpersonal workplace dispute
- Identify how managers and others can use the framework

JUSTITIA TRAINING REGISTRATION FORM

Please complete one form per participant. Confirmation of your registration will be emailed.

COURSE DETAILS

Course Code: HDC
Course Date: _____

PARTICIPANT DETAILS

Prefix: Mr / Ms / Mrs / Dr / Other:
First Name: _____
Last Name: _____
Position: _____
Organisation Name: _____
Address: _____
Suburb: _____ Post Code: _____
Telephone: ()
Mobile: _____
Email: _____
Email Updates: ☐ Please add me to Justitia's email list
Dietary Requirements: _____

PAYMENT DETAILS

Payment can be made by cheque or credit card. If paying by cheque, please make your cheque payable to 'Justitia'. If paying by credit card, please complete the following section. We request you post or fax this registration form with payment.

Credit Card Type: ☐ VISA ☐ MasterCard
Cardholder Name: _____
Credit Card Number:

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Expiry Date: Month: _____ / Year: _____
Course Fee: \$ _____ (Normal Fee \$500 / Early Bird \$450)

CANCELLATION POLICY

We will refund your total course fee if you give us 5 or more days' notice of your cancellation. We will not refund your course fee if you notify us of the cancellation less than 5 days prior to the training day. Alternatively, you will be given the opportunity to indicate that another person from your organisation will attend in your place. We ask that you inform us of this before the training day. We may sometimes need to reschedule or cancel courses due to unforeseen circumstances. In that instance, we will offer you the option of a total refund of your course fee, or, if that course is deferred to a later date, a transfer of your booking to the later date.

Fax Registration Form to:
(02) 6169 4480