

## Having Difficult Conversations

### Course Content

One of the major causes of workplace issues is the tendency to avoid difficult conversations or providing others with constructive criticism/negative feedback.

This workshop aims to provide supervisors, managers and leaders with the knowledge and skills to have difficult conversations in the workplace:

- Understanding the communication process
- Using empathy to adapt your message
- Feedback versus information
- Common mistakes when having difficult conversations
- Key steps to follow when having a difficult conversation
- Bullying versus performance management

### Learning Outcomes

- Understand communication styles
- Adapting the message to suit the audience
- Increased confidence to address issues
- Structured approach to holding discussions
- A Personal Action Plan

### Who should attend?

This course is designed for managers, team leaders and supervisors who are responsible for allocating work and supervising employees.

### Delivery Information

Duration: 2 hours  
Location: State-wide

### Investment

\$ 175 TCCI member  
\$ 260 non-member

### More Information?

Call 1300 559 122 today to discuss your training needs including on-site or customised delivery, or email [training@tcci.com.au](mailto:training@tcci.com.au)