

How to have Difficult Conversations

Professional Development Series

COURSE OVERVIEW

Navigating difficult conversations with employees is a critical skill for any Manager or Leader.

Our online course provides you with the strategies and techniques needed to handle these challenging discussions with confidence and empathy. Learn how to address performance issues, provide constructive feedback, and resolve conflicts effectively, creating a more harmonious and productive workplace.

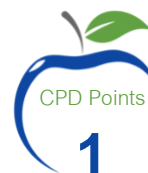
Key Takeaways:

1. Gain insights into effective communication methods for difficult conversations. Learn how to convey your message clearly, listen actively, and ensure that your employees feel heard and respected throughout the discussion.
2. Discover the importance of emotional intelligence in managing difficult conversations. Understand how to manage your emotions, recognise and respond to the emotions of others, and create a supportive environment that nurtures open dialogue and mutual respect.
3. Develop conflict resolution skills to address and resolve issues constructively. Learn how to identify the root causes of conflicts, mediate disputes, and find solutions that benefit both the employee and the organisation.

Enhance your leadership capabilities and create a more open, honest, and productive workplace.

Enrol today and master the art of having difficult conversations with your team.

Delivery Mode:	Online
Course Time:	0.75 hour
Assessment:	Yes, online quiz
Issuance:	'Certificate of Completion'
Packages:	Bronze, Silver, Gold or Platinum
Customisation:	Available upon request. Fees apply



PRICING

\$65.00
(+GST)



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