



## COURAGEOUS CONVERSATIONS & MANAGING PERFORMANCE

"Courage is what it takes to stand up and speak; courage is also what it takes to sit down and listen." - Winston Churchill

Courageous conversations are a critical part of Performance Management. They are also the hardest part as many people dislike conflict and avoid having these tough conversations. This program shows you a proven methodology of dovetailing performance management techniques and having tough conversations to raise the bar. You will learn how to address sensitive issues, give constructive feedback, and create a supportive and productive work environment. Join us as we explore strategies for managing performance and fostering open communication in the workplace. Take the first step towards becoming a confident and effective leader.

### Key Course Content:

- Be very specific about any desired changes.
- Understand what games people will play to 'widen the goal posts'.
- Correctly identify and label poor performance.
- Detail the benefits of making the change.
- Build self-control into performance discussions.
- Use the GROW model to prevent misunderstandings of performance expectations
- 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 non-existent.
- Focus on behavioural and performance metrics.
- Embed an assertiveness culture.
- Use motivational techniques to reach objectives – What works and what does not?



### Target Audience:

The course can be tailored for the specific cohort whether it be the leadership team, another group of managers/team leaders or employees.



### Duration:

This course is available as a 1-day course or a truncated ½ -day course.



### Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations.



### Group Size:

We recommend a group size of 4-10 people.