



Handling difficult performance conversations

Online course description

“What is expected of me?” “How am I doing?” “What next?” “How will I get there?” “How will I be rewarded?” These are key questions to which all employees need answers.

How managers conduct these conversations can dramatically affect employee morale and engagement, and, of course, performance levels. In this course, we equip leaders and managers with the necessary skills and understanding to handle these conversations and the follow-up that they generally require. We cover managing both remote and on-site workers.

Learning outcomes

On successful completion of the course, you will

1. Know how to handle difficult conversations
2. Understand individuals’ motivations and how to adapt to these
3. Have developed techniques that you can apply to a range of interpersonal situations
4. Understand different performance management models and their impact on business performance

Course content

In this self-managed course, we equip you with the practical skills that enable you to effectively lead and manage others:

- Basic coaching skills including active listening, giving and receiving feedback, supporting development
- Understand how different attitudes play out and know how to manage these
- Identify individuals’ motivations and know how to adapt to these
- Understand different performance management models and identify the model that is right for your organisation

- Set performance standards and know how to differentiate performance and potential
- Develop non-financial reward and recognition techniques
- Gain proficiency in handling difficult performance conversations including how to manage the performance appraisal process.



Who will teach you?

Janice Caplan | HR consultant, author, coach-mentor, University governor and HR committee chair, former CIPD Vice-President

Who is this course suitable for?

Anyone who is responsible for leading and managing others who work remotely, or on-site, or a mixture of the two.

The course can be adapted for group work and combined with classroom sessions.

Methodology

- A rich mix of content media including text and video
This provides a highly interactive engagement experience, enabling you to choose learning options that best suit your preferences
- Real-life case studies and scenarios
These are a key feature of the course, bringing all issues to life, generating discussion, and helping develop new perspectives. Although they are optional, working through significantly enhances understanding
- Skills-based activities
These guide you through immediate application at work, enabling you to implement learning as you go
- Discussion forum
Here you can share thoughts and ideas with and seek help from other delegates.

Duration

Approximately six hours of online study, plus time to implement ideas at the workplace.

Customised versions

The course material can be purchased outright to add to your own material and teaching. We can customise the course to your purposes.

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