

# **Courageous Conversations:** **How to manage performance and other issues**

## **1-day interactive workshop**

### **Target Audience**

This course is aimed at anyone who deals with people, staff members, teams, contractors and suppliers.

*Are you getting the results your business needs from your people and teams? Do you want your business to reward high performance and spend less time dealing with poor performance and attitudes? Would you like to have a straightforward honest conversation with people about the things that matter most to you?*

*Well the "good" news is, you are not alone. Performance and attitude are probably the number one topic we get asked about and it seems to cause so many managers great anxiety and frustration. Many of them somehow find it difficult to have an adult to adult discussion about it. It doesn't have to be this way.*

This course will give you all the tools and techniques to have Courageous Conversations, those conversations that create accountability and put you in control.

### **What you will learn**

The aim of the session is to take away the pain of managing performance or behaviours and spend more time developing people to be the very best they can be for the organisation.

- Demonstrate a 4-step approach to every conversation
- Use the tools to get others to take ownership
- Show how to remain calm, controlled and assertive in conversations
- Identify how to create role models in your business
- Demonstrate how to coach others for success

