

# DIFFICULT CONVERSATIONS

## In-Council Training

LGMA'S extensive experience working directly with councils across Queensland uniquely equips LGMA to develop and tailor specialist workshops and training programmes, specific to the needs of the individuals and teams within council.

## Overview

As a team leader, supervisor or manager, it is likely that you will need to have a difficult conversation from time to time. For example, a conversation about poor employee performance or behaviour, complaints or grievances, addressing conflict or communicating tough business decisions.

Difficult conversations are a normal part of life. The best way to manage an awkward issue is to deal with it promptly. Honest conversations are critical and, if managed well, these conversations provide an opportunity to resolve workplace conflicts quickly and efficiently, lift employee performance and engagement and improve relationships within your team.

Many people avoid difficult conversations in the workplace because it makes them feel uncomfortable but, in avoiding dealing with what might be a simple issue, can create a more significant issue across the team.

This workshop provides practical tools and the confidence to have difficult those conversations in a timely manner.

## Discover how to

- ✓ Identify your preferred learning style and communication styles
- ✓ Review your self-awareness and behaviours
- ✓ Review difficult conversations as a component of performance management
- ✓ Review active listening skills
- ✓ Identify key personal values and team values
- ✓ Plan and practise providing feedback and receiving feedback
- ✓ Consider and utilise personality profiles to assist with communication
- ✓ Manage behaviours and conflict
- ✓ Practise and improve communication and conversations



## Content

- 1 Learning processes and active listening techniques
- 2 Personalities in the workplace
- 3 Emotional intelligence
- 4 Values – individual and team
- 5 Reinforcing and re-directing behaviours
- 6 Managing conflict and providing feedback
- 7 Eight steps to say anything to anyone
- 8 I-Statements
- 9 The concept of exchange
- 10 Reframing and re-thinking

*Sometimes the most important conversations are the most difficult to engage in*

*- Jeanne Phillips*

## Key Details

- Course duration:** 2-day workshop. A one-day workshop can be delivered in accordance with business needs in which case content will be reduced and selected based on identified issues.
- Delivery mode:** Face-to-face training in your council
- No. Participants:** Up to 24 people
- Enquiries:** [support@lgmaqlld.org.au](mailto:support@lgmaqlld.org.au)