training code: HR-PMP-TRMzZ / Diff.con_ENG_2d / EN

Feedback and difficult conversations with employees

Training recipients

Training recommended for managers and team leaders

Benefits

After completing the course, the participant:
- can effectively communicate with employees
- is able to constructively conduct various types of interviews with employees
- can motivate employees through appropriate communication.

Training program

1. Summary conversation
   - The key elements of the conversation summarizing the employee's work
   - Constructive feedback – the FUKO model
   - Coping with employee emotions
   - The most frequent mistakes made by superiors in conducting this type of conversation
2. A conversation correcting the employee's behaviour
   - key elements of a conversation that corrects employee behaviour
   - Coping with employee emotions and conflict during a conversation
   - To raise difficult and sensitive issues in a cultured and decisive way
   - The most frequent mistakes made by superiors in conducting this type of conversation
3. A conversation containing positive feedback
   - Feedback or praise – how to distinguish these two types of expression

- The key elements of a conversation containing positive feedback
- Feedback for an individual employee and for the team
- Motivating employees through positive feedback
- The most frequent mistakes made by superiors in conducting this type of conversation

4. Periodic evaluation talks
   - The key elements of periodic evaluation conversation
   - Feedback in a periodical interview and plans for the future
   - Motivating employees for further work
   - Talk about a raise and promotion
   - The most frequent mistakes made by superiors in conducting this type of conversation
5. The most difficult of the most difficult" conversations
   - Analysis of the most difficult conversations that participants have so far conducted, including for example:
     - – Dismissal of an employee
     - – Paying attention to an employee who has problems with personal hygiene
     - – Mediation during a conflict between employees
6. Summary and plan for the implementation of new knowledge
   - Summary of key elements of the workshop
   - Developing plans for implementing new knowledge and methods at the workplace

Expected preparation of the participant

Basic managerial skills.

Duration

2 days / 12 hours

Language

- Training: English
- Materials: English