

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