

# 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.



### Czas trwania

2 dni / 12 godzin

### Language

- Training: English
- Materials: English