

Delivering Feedback & Handling Challenging Conversations

Workshop Objective

Participants will fully understand the nature of challenging conversations and their common causes. Challenging conversations are often perceived as such through conflicting opinion rather than seeking agreement of factual events and evidence and this module uses leadership case studies to provide participants with deep insight into this principle. It also introduces a number of tried and tested feedback structures that give a framework for objective, constructive feedback, as well as appropriate and targeted praise.

Participants will also know how to deliver effective feedback based around any organisational values and their associated behaviours.

By the end of the workshop, participants will be able to:

- 🌀 Prepare for and conduct effective conversations (challenging or otherwise)
- 🌀 Recognise and adapt approaches to challenging conversations (not just for line reports)
- 🌀 Approach challenging conversations with greater confidence and capability
- 🌀 Use a variety of feedback structures, choosing the 'best-fit' tool for the situation
- 🌀 Recognise the emotional journey a recipient goes through when receiving feedback
- 🌀 Give effective feedback within a coaching style dialogue