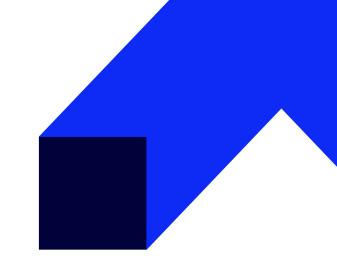


training code: HR-PMP-TRMzZ / Diff.con_ENG_2d / EN

Feedback and difficult conversations with employees





Purpose of the training

Training recommended for managers and team leaders



Benefits of completing the training

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.



Expected Listener Preparation

Basic managerial skills.



Training Language

Training: EnglishMaterials: English



Duration



2 days / 12 hours

Training agenda

- 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