

# 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: English
- Materials: 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